

September 2004**'MEMBERS MATTER' NEWSLETTER**

News for our Foundation Trust members

Excellent news...Addenbrooke's is now officially an NHS Foundation Trust!

On Thursday 1 July, we received the long awaited news that Addenbrooke's had been officially authorised as an NHS Foundation Trust. A great deal of time and effort had been put into completing the application process and so the news was very much welcomed.

On hearing the announcement, Addenbrooke's Chief Executive Malcolm Stamp said: "This is brilliant news and just what we've been waiting to hear. Becoming an NHS Foundation Trust provides an excellent platform to meet the challenges of today's health service. It gives us the opportunity to be at the forefront of major change, playing a full part in improving and modernising the NHS." He continued "We will work hard to show that the new freedoms that come with NHS Foundation Trust status improve local health services, involve local people, support choice for patients, and provide value for money."

Patient governor Susan Bullivant was also excited at the opportunities Foundation Trust status brings: "It's reality time now, time to turn the ideas and plans into actions and find practical and effective ways of involving the different constituencies. There are daunting but exciting prospects for Addenbrooke's and I am personally pleased to be part of it."

Now that Addenbrooke's is an NHS Foundation Trust, we are keen to get our members really involved with shaping the future of the hospital. We would like to hear exactly how you think services could be run better, what direction we need to take with the site development, as well as find out how you think you could get more involved with the day-to-day running of the Trust. Please do take the time to meet with your governors (dates and times of meeting listed below) and pass on any ideas you may have.

Meeting your governors (public and patients)

We've talked a lot about getting to know your governors and taking time to share your views with them and here's how you can do just that. Two meetings have already taken place and we are now moving our meetings further afield in order to give as many people as possible the chance to attend. Everyone is welcome. To book a place or find out more, please call the NHS Foundation Trust Membership Office on 01223 256256.

- **23 September, 1830 – 2000 hours** Haverhill Town Hall Arts Centre
- **21 October, 1830 – 2000 hours** Freman College, Buntingford

- **17 November, 1830 – 2000 hours** Council Chamber, East Cambs District Council, Ely

Dates and venues for meetings in the new year will be listed in the December issue of Members Matter

Take five with a governor! (staff)

In order to make your governors more accessible, the venues for meeting staff governors will be changing on a regular basis.

- **24 September, 1000 – 1100 hours**
- **22 October, 1200 – 1300 hours**
- **17 November, 1430 – 1530 hours**

Staff are able to check the locations of these meetings on *Online*

Fraser's letter

Hello and welcome to the second edition of Members Matter. Time has really flown and it's amazing to think that four months have passed since the last edition, although a huge amount has happened in that short space of time. Not only has Addenbrooke's been officially authorised as an NHS Foundation Trust, we have also welcomed many of you into the hospital on Open Day, met many of you at our very successful first 'Medicine for Members' event – as well as getting to know you and hear your views at member / governor meetings and members forums. The member / governor meetings gave a chance for members and governors to meet and chat informally and some great suggestions and questions were raised.

One of the reasons we achieved NHS Foundation Trust status was our membership base, so I'd like to thank you all, both new and longer-term members, for your support. We now have over 19,000 members, but we are keen to keep representing the views of all our local community, so if you do know anyone who might like to join, please do let us know.

There will be lots more events taking place over the next few months, so please do come along and find out how you can play a real role in shaping the exciting future of your local hospital.

I look forward to (hopefully) seeing you soon.

With very best wishes

Fraser Rogers
Membership Manager

P.S. Remember to take advantage of the chance to meet *your* governors at the events listed – please call the NHS Foundation Trust Membership Office to reserve a place on 01223 256 256.

Medicine for members

On 14 July Professor Adrian Dixon gave a hugely entertaining and interesting talk on 'The Imaging Revolution' which was enjoyed by everyone who attended.

Next Medicine for Members event

After the resounding success of Professor Dixon's talk, we are really pleased to announce that we have another speaker this autumn. The second event is entitled 'Medicine and War' and is to be held - appropriately enough - on Armistice Day (11 November). The speaker is Mr Richard Villar who spent almost 15 years as a surgeon in trouble spots around the world, some of that time with the British Special Air Service. He is now a Consultant Orthopaedic Surgeon in Cambridge and still visits the developing world on a regular basis. He will be talking about his experiences of working on the front line, as well as sharing some of the more hair-raising stories from his medical round-the-world travels.

Thursday 11 November, 1830 hours, School of Clinical Medicine, Addenbrooke's Hospital, Hills Road, Cambridge.

Tickets are free of charge. Please call the NHS Foundation Trust Membership Office to reserve a ticket on 01223 256 256

Members and governors – keeping in touch

With the move to official NHS Foundation Trust status comes a big change in the role of our elected governors. They are now able to get to grips with their new roles and start meeting with their membership groups - and in order to help them learn more about the hospital and to talk about their hopes for Addenbrooke's as a Foundation Trust, we hosted a 'governor induction day'. Feedback from their meetings and details on what was discussed will be in the next edition of Members Matter.

In the meantime we have also been holding 'members' forums' in which members have been able to learn about our plans for ensuring easy contact with governors, as well as offer their views about how members and governors can best stay in touch.

We will continue to work with the governors on the development of their role, but if you have any comments or suggestions for how they could work better with members, please do not hesitate to contact the membership office on 01223 256 256.

Team news

On 2 August the Foundation Trust team was joined by Sally Rees who has taken up the post of Governor Services Administrator. Sally moves to the post from teaching and one of her key roles will be helping governors to find the information they need to respond to members' enquiries. We would like to offer Sally a very warm welcome and wish her well in her new role.

2004 Annual Public Meeting – Tuesday 21 September 1800hrs

Please join us for Addenbrooke's Hospital Annual Public Meeting **Tuesday 21 September** 1800 hours, The Food Court, The Concourse, Addenbrooke's Hospital.

NHS Foundation Trust Status

What does it mean for Addenbrooke's? What does it mean for you?

Modern Matrons

Why do we need them and what do they do?

Control of infection

Why has it been in the news recently?

Access to Addenbrooke's

How are we dealing with the issue of travelling to the hospital?

Art at Addenbrooke's

How is it helping to make the hospital environment more welcoming?

Fundraising

Why is it important and how can you be part of it?

And much more...

For further information please call

Tel: 01223 586 730

Or email communicationspa@addenbrookes.nhs.uk

Useful information – Addenbrooke's Annual Report

Every year Addenbrooke's produces an annual report, which reviews the developments of the Trust during the previous financial year and outlines its position at the year end. The report can be viewed via our website at

<http://www.addenbrookes.org.uk/trust/publications/annreport04.html>, or a hard copy can be requested by phoning the Communications Office on 01223 586 730 during office hours, Monday to Friday.

Working at Addenbrooke's

As well as constantly trying to improve services, Addenbrooke's also works hard to identify ways of improving the working lives of staff. The Trust conducts regular staff surveys and our results have improved over the years, but we are not complacent. We are constantly working with staff to identify areas for improvement and are pleased with the progress made to date.

The next national survey will occur in the autumn, and we plan to use the results as part of an on-going improvement process.

If you are interested in working at Addenbrooke's, please visit our website at <http://www.addenbrookes.org.uk/working/index.html>

Staff membership

Recent changes in legislation affecting NHS Foundation Trust status mean that anyone who works at Addenbrooke's and has a contract of 12 months or over is automatically an NHS Foundation Trust staff member. Anyone who has a contract of less than 12 months automatically becomes a member after 12 months continuous service, as does anyone who has worked for an organisation on site that provides services to the Trust for 12 months, unless they choose to opt out.

Staff who opt out will **not** be able to...

1. Decide who the staff governors will be - only members can vote for them
2. Put forward their views to the board of governors on how the Trust is run both now and in the future
3. Become a governor themselves and be actively involved in influencing decision-making and strategic planning at board level.

So don't opt out of being a member of the NHS Foundation Trust...together we can make a difference.

Fighting infection at Addenbrooke's

Hospitals are busy environments, and Addenbrooke's is a large teaching hospital that cares for patients who have a wide variety of needs. We have people coming in for just a few hours for simple treatments and others for many months for very complex care or operations. MRSA is a problem in all healthcare environments worldwide, but serious infections remain rare. We have seen no increase in the total number of serious infections at Addenbrooke's in the past year - but we aren't complacent about it either.

We are taking extra steps to prevent all infections (including MRSA) in those patients who are most at risk.

Who can you ask for advice and information?

Infections worry all of us and they can be complicated to understand.

If you have any questions about infections in hospitals, please visit our website at <http://www.addenbrookes.org.uk/infection/index.html> or contact our Patient Advice and Liaison Service (PALS) by main reception or call them on 01223 216 756.

Focus on...Addenbrooke's

In the first edition of Members Matter we featured an overview of the Trust, detailing the many functions and services provided to the local community and beyond. Each edition will focus on a specific area. This edition focuses on...

PALS – the Patient Advice and Liaison Service

Addenbrooke's is a thriving hospital which saw over 385,000 visits to Outpatients, almost 62,000 total Inpatient admissions and over 62,500 A&E attendances in the year 2003/04. Most of the time things run pretty smoothly, but there are times when patients, relatives and/or carers have concerns that they need help resolving. Many governors are finding that they are being asked to help in such situations, but we have a special team in the hospital here to do just that.

If patients or their carers/relatives are unhappy with any aspect of the care or service received whilst in hospital, it is always best to speak to a member of the ward or clinic staff as soon as possible. If it is felt that they are unable to help, or it is difficult discussing the issue with them, then PALS can lend a helping hand. Members of the team are available in the information centre (see contact details below) or, if that is difficult, they are able to visit patients on the ward to discuss their concerns and in many cases problems can be rectified straight away.

PALS is about listening, learning and improving and the service acts as a link between patients and the hospital, aiming to uphold standards.

The team is here to:

- help answer any questions that patients have about their stay in hospital
- advise and support patients and their families. The Trust recognises that people often don't have people to speak on their behalf and PALS are able to do this
- provide an Information Centre offering advice and support on health, care and benefit issues. The Citizen's Advice Bureau, Directions Plus (who provide specialist information and advice to disabled people and carers) and Cambridge City Council Housing Advice Service are also in the Information Centre. Leaflets and videos are also available
- listen to suggestions from patients and visitors for improving the service provided
- respond to patients' concerns

PALS is located in the Information Centre (close to main reception) and the office is open Monday to Friday, 0830 – 1900 hours and Saturday and Sunday, 1300 – 1600 hours.

Further details on the services provided can be obtained from the PALS office on 01223 216 756 / 257 257 / 274 432 or by email at pals@addenbrookes.nhs.uk.

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

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

Please do contact the NHS Foundation Trust membership office if:

- There is more than one member in your household and you would like to share newsletters in the future. Please contact us with the names 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 dates for your diary

15 September, **Board of Governors meeting in the Hexagon**, Frank Lee Centre, Addenbrooke's Hospital, 1730 – 1930 hours

21 September, **Addenbrooke's Annual Public Meeting** (see above for further details)

23 September, **Opportunity for public and patient members to meet their governors**, 1830 – 2000 hours Haverhill Town Hall Arts Centre

24 September, **Staff's chance to meet with their governors**, 0900 – 1100 hours, venue to be announced

21 October, **Opportunity for public and patient members to meet their governors** 1830 – 2000 hours Freman College, Buntingford

22 October, **Staff's chance to meet with their governors**, 1200 – 1400 hours, in the Rosie corridor (concourse end)

11 November, **Medicine for Members**

17 November, **Staff's chance to meet with their governors**,
1430 – 1600 hours, venue to be announced, in the Rosie corridor
(concourse end)

17 November, **Opportunity for public and patient members to
meet their governors** 1830 – 2000 hours Council Chamber, East
Cambs District Council, Ely

2 December, **Board of Governors meeting**

31 March 2005, **Board of Governors meeting**

Contact details:

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

Governors can be contacted at governors@addenbrookes.nhs.uk

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