

# GP BRIEF



## £70 million for rebuild

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### SPECIAL

All our consultants, secretaries and contacts – updated each month

North Cumbria University Hospitals NHS Trust is delighted to announce that it has secured £70 million capital funding for the redevelopment of West Cumberland Hospital.

The announcement came this week as the Secretary of State for Health, Andrew Lansley, visited the hospital to thank the staff who had been involved in caring for patients injured in the tragic shootings in West Cumbria last month. The Department of Health will provide up to £70 million for the redevelopment of the hospital over three years.



NCUH Chief Executive Carole Heatly with the Secretary of State

The hospital's buildings urgently needed to be updated to allow NHS staff to work more efficiently, allow greater integration with community and primary care services, improve emergency care and increase the number of single rooms to improve patient privacy and dignity.

The redevelopment plans received widespread local support from healthcare staff, patients and residents in Cumbria through a public consultation in 2007-2008.

The new development includes plans for:

- building a new modern A&E unit that is accessible by helicopter and access to key departments such as critical care and the medical assessment unit;
- a single operating theatre suite close to ward areas;
- increasing the proportion of single rooms to ensure patient dignity and privacy;
- refurbishment of the Women's and Children's Unit; and
- demolishing deficient buildings to make space for improved parking facilities at the hospital.

Visit [www.buildingyourhospital.ncuh.nhs.uk](http://www.buildingyourhospital.ncuh.nhs.uk) online to find out more about the redevelopment.

## TWICE THE TIME TO SPEND ON PATIENT CARE

Nursing staff at our hospitals are spending up to twice as much of their working day on direct patient care, thanks to an initiative to improve efficiency on the wards.

The Productive Ward project was launched by our Trust last year as part of a national programme which was brought in after the NHS Institute found that ward-based nurses spent less than 40% of their time on direct patient care.

Sandy Brown, Director of Nursing, Quality and Governance, said: "The Productive Ward is an innovative and practical programme of work which aims to release time to care while improving the reliability, safety and efficiency of the care we deliver.

"We are really pleased with the enthusiasm staff have shown for the Productive Ward initiative. It may involve extra work initially but the benefits soon become very apparent.

"Every ward which is taking part has increased the amount of time spent on direct patient care and cut the number of interruptions significantly."



**Supplies are easier to find now storage cupboards have been reorganised**

Initially launched as a pilot scheme a year ago in one ward on each site, 19 wards across the Trust are now taking part and the benefits are already becoming evident.

One of the biggest improvements has been on Willow B Ward at the Cumberland Infirmary where direct patient care has increased from 33% to 63%. On Jenkin Ward at West Cumberland Hospital the figure rose from 36% to 53%.

The Productive Ward project features a series of modules which staff work through to help them make changes to their clinical area to increase the time spent with patients and make care more safe and reliable, to help patients get better quicker.

Simple changes such as rearranging cupboards and improving stock layout can all help to release time to care rather than staff wasting time searching for equipment. Other modules look at ward rounds, medicine rounds and meal rounds, to ensure processes do not clash and to reduce interruptions.

The project also measures patient and staff satisfaction using iPhones to give real time data. Teams work closely with student nurses, volunteers and Patient Panel members to gather feedback from patients with the majority of scores over 90%.

## LESSONS FROM THE FRANCIS REPORT

The Trust has drawn up an action plan following a review of the implications of the Francis report into the failings at Mid Staffordshire NHS Foundation Trust.

Some of the recommendations of the report include:

- The provision, availability and completion of high-quality professional training and development at all levels across staff groups.
- The promotion of an open culture, with greater emphasis on public meetings.
- A culture of openness and insight, with support and protection from adverse consequences provided for any member of staff who raises an honestly held concern about the standard or safety of service provision to patients.
- Defined responsibilities for nursing teams; active engagement of staff; appropriate leadership; promotion of the principle of welfare of patients being the first priority; enhancement of the skills and knowledge of nursing staff through training, mentoring and professional development; views of nursing staff are transmitted to the Board, via the Director of Nursing.

The Head of Governance, Company Secretary and Director of Nursing, Quality and Governance have developed an action plan and will engage with the Trust Board members, Divisions and other organisations to ensure it is completed within the timescales. In addition, the Trust will be formally communicating with LINKs to ensure public engagement on how the Trust has reviewed the findings of this report and associated actions which the Trust will be implementing.

## HOSPITAL AT NIGHT



The Hospital at Night project aims to redefine how medical and nursing cover is provided out of hours. It aims to provide high quality safe and effective care by multi-professional teams in an environment which promotes training and education outside of traditional working hours.

A rota co-ordinator is in post and nurses have been appointed, with phase one of their training almost complete. Work by the Steering Group and subgroups is ongoing and new rotas are under development.

Phased implementation at West Cumberland Hospital is due to be complete by the start of December. At the Cumberland Infirmary, Critical Care Outreach will start by August and full implementation is expected by April 2011. For further information, email [hospitalatnight@ncuh.nhs.uk](mailto:hospitalatnight@ncuh.nhs.uk).

## HAVE YOUR SAY ON NEW TRUST WEBSITE

The project to redesign the Trust website is progressing well, with the new site scheduled for launch this autumn. If you have any suggestions as to what features, information and tools you would like to see on the website, please email [natalie.rutherford@ncuh.nhs.uk](mailto:natalie.rutherford@ncuh.nhs.uk) or fill in the comment form on the homepage at [www.ncuh.nhs.uk/acute](http://www.ncuh.nhs.uk/acute).

## EMERGENCY PREPAREDNESS

Recent weeks and months have shown the importance of resilience and forward planning for responding to and maintaining the normal functions of an acute hospital in a variety of challenging circumstances.

Staff within our Trust all rose to the challenge, despite many themselves being directly affected by the recent events. Both frontline clinical and non clinical staff, as well as those working in the background such as portering, pathology, mortuary, catering, sterile services, procurement, pharmacy and radiology staff were all outstanding in exceptional circumstances.

The following are just a few of the unusual or major incidents requiring responses from the Trust within the last year which had a direct impact on hospital business continuity and response:

- Pandemic flu preparation and response – surge capacity, particularly in critical care and emergency medicine
- Floods – infrastructure damage; impact on staff, emergency response times and logistics of cross site working and travel times etc
- Winter resilience – severe weather; increase in slips, trips, falls; travel problems for staff and patients; potential risk to gas supply due to increased national demand
- Norovirus outbreak
- Keswick bus crash – paediatric impact, major incident response on both hospital sites
- Telephone failure at the Cumberland Infirmary
- Lightning strike – four direct hits on separate individuals requiring specific response
- West Cumbria shootings – major incident response at both hospitals

The pressures and requirements have never been higher for NHS organisations to develop robust Major incident Plans to respond to multiple casualties/fatalities.

What is changing though, is the focus on resilience to modern threats of climate change; heat wave and severe weather situations; the impact of accidental chemical, biological, radiological and nuclear releases; and deliberate harm and disruption from terrorist threats.

These modern day challenges require us to have plans and procedures in place for disruptions and impacts such as:

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|--|--|
| <ul style="list-style-type: none"> <li>• Fuel shortage</li> <li>• Heat wave</li> <li>• Severe weather</li> <li>• Hospital evacuation</li> <li>• Utilities failure (gas, electricity, oil and water)</li> <li>• CBRN plan (chemical, biological, radiological and nuclear)</li> </ul> | <ul style="list-style-type: none"> <li>• Infection outbreaks</li> <li>• Water disruption</li> <li>• Staff absence</li> <li>• Telecommunications failure</li> <li>• IT disaster recovery</li> </ul> |
|--|--|

Risk assessment, planning, exercising, learning and amending plans all play an important part in the continual emergency preparedness cycle. Finding time to gain input into and test plans with challenging timetable commitments on all staff is often the greatest challenge and cannot be underestimated.

Having plans and established processes in place helps focus staff on the requirements of the response. After all, they don't usually happen that often – honestly!

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What is important is that most incidents are similar but never the same. Plans need to have structure but flexibility to allow the process to work for staff and achieve an effective response to the given situation.

Moving forward – what next?

- Learn from internal and other agencies involved in the above responses, enhancing existing plans and developing new ones to meet the challenges of tomorrow
- Identify national, regional, local and internal risks, mitigate and plan for the worst case scenario
- Train/raise awareness to staff who are expected to respond in a major incident
- Aim to gain BSI NHS 25999 accreditation for business continuity
- Develop further a positive organisational/multiagency culture of resilience and emergency preparedness
- Continue to be a proactive member of the Cumbria resilience forum
- Expect the unexpected.
- **Be prepared! We are ready – are you?**

## RAISING AWARENESS OF SAME-SEX WARDS

Our Trust hosted an awareness week last month to let patients and visitors know how successful we have been at eliminating mixed-sex accommodation in our hospitals.

There were information stands at the Cumberland Infirmary and at West Cumberland Hospital as part of a national awareness week organised by the Department of Health.

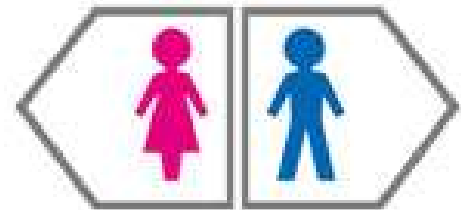
Staff at both hospitals have worked hard over the past year to introduce improvements to ensure men and women no longer have to share wards, changing areas or washing facilities.

In May the Trust received the highest mark in the country for providing single-sex accommodation in the Care Quality Commission's national inpatient survey. In answer to the question "Did you ever share a sleeping area with patients of the opposite sex?" the Trust scored 95 out of 100 – the highest score out of all the trusts surveyed.

In January 2009 the Department of Health announced a package of measures designed to "all but eliminate mixed-sex accommodation" in all hospitals by 2010, including dedicated funding for improvements and adjustments to hospital accommodation, and providing information and guidance to hospital staff, patients and the public.

Bathrooms have been converted to shower rooms to provide separate washing facilities on all wards at both hospitals, separate changing facilities have been created and new signage installed. Sandy Brown, Director of Nursing, Quality and Governance, said: "A lot of work has been undertaken to eliminate mixed-sex accommodation and we are pleased to say we met the standard required by the Department of Health well before the deadline of March this year."

Visit [www.ncuh.nhs.uk/acute/patientsandvisitors/PrivacyandDignity/Home.aspx](http://www.ncuh.nhs.uk/acute/patientsandvisitors/PrivacyandDignity/Home.aspx).



## THE TRUST WELCOMES...

### Name

David McColl

### Job Title

Consultant Anaesthetist



### Qualifications

MB ChB  
FRCA

### Interests and Hobbies

Golf  
Football  
Cooking  
Gardening

### Training

University of Glasgow 1990 – 1997  
House jobs – Inverclyde Royal and Crosshouse  
SHO Medicine – Crosshouse  
SHO Anaesthetics – Glasgow, Jersey  
SpR Anaesthetics – Carlisle, Newcastle, Warwick, Birmingham, Coventry and Redditch

### Special interests

Obstetric Anaesthesia  
Regional Anaesthesia  
Medical Education

### Societies

Royal College of Anaesthetics  
Association of Anaesthetist of GB & Ireland  
Obstetric Anaesthetist Association

## SLIPS, TRIPS AND FALLS CUT BY 20%

Our Trust has seen a reduction of 20% in the number of inpatients slipping, tripping or falling following the introduction of an innovative programme.

The Slip, Trips and Falls Programme was implemented in June 2009 as part of a wider patient safety campaign and was piloted over 12 weeks on three wards at the West Cumberland Hospital and three at the Cumberland Infirmary.

The programme has now been running for 12 months and is being rolled out to all inpatient areas. A link person in each area and has received training to increase their knowledge and understanding of the causes and predisposing factors associated with falls.

The introduction of multi-disciplinary documentation including assessment tools and care plans has also been implemented which can be used to identify a care plan that is unique to individual patient needs.

## Who's Who and How to Make Contact

**West Cumberland Hospital – For those numbers without direct dial, please call 01946 693181 and ask for the extension number**

DEPARTMENT	CONSULTANT	SECRETARY	EXT
A & E	Mr Mike Greene Mr Charles Brett Ms Claire Summers	BRANTHWAITE Carol	Ext 4270
Elderly Care	Dr Nicholas Russell	MCALEAVY Judith	(01946) 523902
Elderly Care	Dr Olu Orugun	RICHARDSON Judith	(01946) 523117
Elderly Care	Dr Ahmed Zeidan Dr Arnold Gotsman	WALKER Linda	(01946) 523085
Cardiology	Dr Kate Willmer	LAMB Suzanne	(01946) 523016
Cardiology	Dr Dariusz Koziara	JOHNSEN Linda	(01946) 523005
Respiratory	Dr Terek Dihan	CONNOR Mary-Rose	(01946) 523007
Medical/Gastro	Dr Babur Javaid	MCCLEAN Donna	(01946) 523024
Medical/Gastro	Dr Zahid Mahmood	PARK Iris	(01946) 523011
Diabetics	Dr Stewart Sawers Dr Hilary Sawers	JOHNSTONE Carole	(01946) 523010
Cardiac Rehab	Ms Mandy Waite	O'CONNOR Joanna	(01946) 523018
Obs & Gynae	Mr Mohamed Matar	BURNS Karen	(01946) 523219
Obs & Gynae	Mr Steve Bober Dr Kathleen Gillies	LUCAS Christine	(01946) 523215
Obs & Gynae	Mr John Eldred	SCOON Wendy	(01946) 523222
Obs & Gynae	Mr Sudipta Paul	WREN Hilary	(01946) 523217
OPD (Neurology/dermatology)	Visiting Consultants	COYLES Wendy	(01946) 523003
OPD (Oral/plastics)	Visiting Consultants	CRAWFORD Jenny	(01946) 523291
OPD (ENT)	ENT Surgeons	BEAR Mary (Mon-Wed) ROBINSON Linda (Wed-Fri)	(01946) 523040

Ophthalmology	Mr Peter Sellar Mr Soonu Verghese	SUTCLIFFE Kath	(01946) 523065
Orthopaedics	Mr Suresh Rao	ROME Linda	(01946) 523192
Orthopaedics	Mr Steven Allcock	DURBER Katie	(01946) 523193
Orthopaedics	Mr Peter Fismer	SOWERBY Janice	(01946) 523189
Orthopaedics/Anaesthetics	Dr Bert Van-Mourik	STANTON Kellie	(01946) 523198
Orthopaedics	Mr Patrick Armstrong	YOUNG Sylvia	(01946) 523197
Orthopaedics	Mr Mahesh Dhebar	CARR Lesley	(01946) 523192
Orthopaedics	Mr Ashraf Naguib	LEAK Fiona	(01946) 523198
Paediatrics	Dr Deb Lee/Dr Sarah Pennington	MINNIKIN Sharon	(01946) 523158
Paediatrics	Dr Patricia Carter/Dr Denise Ullman	MCCONVEY Val	(01946) 523150
Paediatrics (CPU)	Dr Mahfud Ben-Hamida	ROBERTS Diane	(01946) 523165
YDU	Dr Dianne Roberts	ANDERSON Debbie	Ext 2918
Anaesthetics	Dr Fiona Graham/ Dr Phillip Cartwright/ Dr Mark Holliday/ Dr Ian Ulyett Dr Bert Van-Mourik/ Dr Mike Hodson/Dr Quinten Kingsbury/ Dr Ann Slaymaker	BENSON Geraldine	(01946) 523412
Surgical (Colorectal)	Mr Ernest Jehangir	WILKINSON Gill	(01946) 523041
Surgical (Colorectal)	Mr Des O'Callaghan	MCCONVEY Linda	(01946) 523045
Surgical (Vascular)	Mr Mike Walker	KERR Julie	(01946) 523047
Surgical (Vascular)	Mr Adam Sowinski	SKINNER Anne	(01946) 523059
Surgical (Urology)	Mr Jamshed Bashir, Mr John Cumming, Mr Nkem Umez-Eronini	RICE Margaret	(01946) 523042



Surgical	Mr Amro Salem (Locum)	ELLIOT Carol	(01946) 523042
Palliative Care	Dr Jim Palmer Dr Helen Rowe	WILLIAMSON Jean	Ext 3089
Pathology	Dr Nick West	MCINTYRE Carol	(01946) 523426
Vascular Lab		GATES Sue	Ext 4027

### Cumberland Infirmary Contact Numbers

DEPARTMENT	CONSULTANT	SECRETARY	EXT
A&E	Mr Vincent Foxworthy	BRENNAN Lesley/MELDRUM Jackie	(01228) 814401
Anaesthetics	Dr Adrian Shanks/Dr Yoav Tzabar Dr Mark Tidmarsh/Dr Jon Sturman Dr Ewa Jankowska/Dr David McColl Dr Julian Harrison/Dr Dylan Jones Dr A Linsley/Dr Martin Payne Dr Colin Rodgers/Dr M White Dr Peter Stride/Dr Mark Tidmarsh Dr S Kennedy/Dr Simon Jones Dr Chris Flucker/Dr Jenny Fraser Dr Gail Fitzsimmons/Dr Ruth O'Dowd Dr Jon Sturman	WILTON Janette/BUSBY Helen	(01228) 814312
ATC Co-ordinators		KING Caroline	(01228) 814435
ATC Secretary		TOPPIN Sheila	(01228) 814437
Dermatology	Dr Marinela Nik Dr Khurshi Bazmi	HALLIBURTON Ann/CAMPBELL Marie	(01228) 814150
Diabetes	Annette Routledge/Joanne Mason	MATTINSON Julie	(01228) 814780
	Dr Hilary Sawers	BOUCH Wendy	(01228) 814140
Elderly Care	Dr D Paul Davies/ Dr Henry Woodford	JONES Julie	(01228) 814438/2514
	Dr Jane Orgee	HOPE Christine	(01228) 814458
	Dr John Billett	HILL Alison	(01228) 814456
	Dr Jim George	FOSTER Marjorie	(01228) 814029
ENT	Mr Nick Murrant	BURNS Kath	(01228) 814206
	Mr Donald Clark	FLEMING Tracy	(01228) 814208
	Mr Andrew Robson	MACKENZIE Margaret	(01228) 814207
	Mr Richard Hogg	SHAW Linda	(01228) 814718

Gastroenterology	Dr Denis Burke	JOHNSTON Judith/TODD Lesley	(01228) 814138
	Dr Chris Macdonald	NOBLE Kim	(01228) 814184
GU Medicine	Dr Belinda Stanley	EDWARDS Ann/DEVANEY Kerry	(01228) 814814
Medical	Dr Madalina Garbi	LEECH Sandra	(01228) 814565
	Dr Martin Cowley	HARRISON Anne	(01228) 814034
	Dr Simon Fearby	SHANE Carol	(01228) 814142
	Dr Mary Hewson	PARTINGTON Judith	(01228) 814063
		SHECKLEY Marie	(01228) 814033
Neurology	Dr Katya Lassak	BOWMAN Sarah	(01228) 814439
Neuro-Rehab	Dr Mark Roberts	GILL Jane	(01228) 814478
Obs & Gynae	Dr Nalini Munjuluri	LITTLE Heather	(01228) 814215
	Dr Ruth Lawley	COX Pam	(01228) 814213
	Dr Laura Hipple	WHITE Carrieanne	(01228) 814272
	Dr Sheila Pearson	PARK Lavinia/HEGGIE Pat	(01228) 814217
	Mr Ajith	HEANEY Kerry	(01228) 814211
	Mr Mohamed Matar	BURNS Karen	(01228) 523444
Oncology	Dr Paul Dyson	GRAHAM Lynda	(01228) 814684
	Dr Josef Kovarik	FRASER Sandra	(01228) 814446
	Dr Sandeep Singhal	KELLY June	(01228) 814447
	Dr Jonathan Nicoll	PURDHAM Pauline	(01228) 814688
Ophthalmology	Mr Gerard Ainsworth/ Mr Tim Shetty	HULBERT Diane	(01228) 814449
	Mr Mohammed Zaheen/Mr Murad Moosa	NIEMIEN Jane	(01228) 814476
	Mr Roger Smith/Ms Diana Depla	SPENCER Dee	(01228) 814461
Oral Surgery	Mr Anthony Patterson	WANLEY Judith	(01228) 814224
	Mr Graham Putnam	BRADLEY Sue	(01228) 814222
	Mr John Elliott	DOWNIE Marie	(01228) 814222
Orthodontics	Mrs Fiona Nixon	HIRD Elizabeth	(01228) 814225

	Mrs Sally Walker	HIRD Elizabeth	(01228) 814225
Orthopaedics	Miss Gail Ferrier	COLLIER Sarah	(01228) 814752
	Miss Carol Brignall	PESCOD Alison	(01228) 814756
	Mr Guy Broome	TAYLOR Karen	(01228) 814758
	Mr Mike Orr	RAYMENT Linda	(01228) 814760
	Mr Keith Ions	MORAN Teresa	(01228) 814754
	Mr Matt Dawson	O'NEILL Susan	(01228) 814279
	Mr David MacKay	JACKSON Hazel	(01228) 814759
	Mr Ramasubramanian Dharmarajan	HOLDEN Lisa	(01228) 814750
	Miss Claire Young	CRAWFORD Brenda	(01228) 814363
Paediatric	Dr Catriona Stuart	SCOTT Janet/LOWTHER Angela	(01228) 814762
	Dr John Storr	NIXON Susan/HARTLEY Julie	(01228) 814764
	Dr Paul Whitehead	McKAY Barbara	(01228) 814168
	Dr G Jones / Dr Sunday Ifere	DICKINSON Ann	(01228) 814766
Plastic	Visiting Consultants / Thoracic Surgery		(01228) 814069
Pathology	Dr Chris Lord/Dr Christine Matthews	BOWE Margaret	(01228) 814533
	Dr Joanne Wilkinson	DAVIDSON Sandra	(01228) 814535
	Dr Mary Jenkins/ Dr Fergus Young	MILLS Janice	(01228) 814529
	Dr Chris Lord/ Dr Shirley Matthews	GILLES Michelle	(01228) 814533
Haematology	Dr Hugh O'Brien	DOCHERTY Angela	(01228) 814511
Radiology	Dr Ron McNeil	CLEMINSON Fiona	(01228) 814575/4589
	Dr Jon Berry/ Dr John Edge/Dr Alaa Sayed/Dr Sarat Gadde/Dr Dinakar Unnithan	CUMBERLAND Penn	(01228) 814575/4589
	Dr Peter Jennings/ Dr Jonathan Poels	DODD Doris	(01228) 814349
	Dr Geoff Athey/Dr Rachel England	MURRAY Nicola	(01228) 814576
Renal	Dr Paul Mead	MELLISH Therese	(01228) 814772
	Dr Fiona Dallas	JOHNSTON Julie	(01228) 814772

	Dr Mark Boxall	LYNN Gillian	(01228) 814782
Rheumatology	Dr Alaa Hassan	DIXON Wendy/ CAFFAREL Hazel/ ATWELL Christine	(01228) 814428/4472 or 4347
Surgical	Mr Joseph Thomas	PEDROSA Susan	(01228) 814149
	Mr Theo Ojimba	ROOK Helen	(01228) 814433
	Mr Frank Hinson	FOGG Yvonne	(01228) 814364
	Mr Jim Palmer	NIXON Ann	(01228) 814147
	Mr Mike Williams	OGLANBY Alison	(01228) 814146
	Mr Simon Raimes /Mr John Wayman	TUCK Liz	(01228) 814144
Urology	Mr Jamshed Bashir	CAIG Natasha	(01228) 814459
	Mr John Cumming	HALFORD Joanne	(01228) 814779
	Mr Nkem Umez-Eronini	LEWIS Paula	(01228) 814776
	Lead Secretary (Medical & Elderly)	WHITEHEAD Denise	(01228) 814032 Mob: 07771844209
	Surgical secretaries manager (Orthopaedic, ENT, Ophthalmology, Orthodontics and Oral Surgery)	GLOVER David	(07769) 673223
	Surgical secretaries manager (General Surgery and rest of surgical division)	CARR Anita	(01946) 693181 ext 4044