

A difficult time for us all

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SPECIAL

All our consultants, secretaries and contacts – updated each month

Prime Minister pays tribute to staff after tragedy

Prime Minister David Cameron last week paid tribute to the efforts of staff at West Cumberland Hospital following the tragic shootings that occurred in West Cumbria earlier in the week.



Mr Cameron, along with Home Secretary Theresa May, met staff in the A&E department who treated the victims and spoke to nurses, doctors and consultants about the way they handled the major incident. The Prime Minister also visited the High Dependency Unit where he met staff and one of the patients who suffered gunshot wounds during the tragic events of last Wednesday.

Trust Chief Executive Carole Heatly said: "Last week was incredibly difficult for all involved and I am so proud of the way our staff reacted in such difficult circumstances.

"Once again the communities we serve have been struck by tragedy and once again our staff have stepped up to the mark. Coming so close after the Keswick School bus crash, last Wednesday was a real test of all of us. An absolutely wonderful job was done by everybody. This is obviously an incredibly sad time for our communities but all of our staff can rightly be proud of all of our efforts."

The Chief Executive also reiterated her thanks for the fantastic response by staff following the Keswick School bus crash the previous week.

INPATIENTS RATE HOSPITALS TRUST AMONG BRITAIN'S BEST

Inpatients have rated our Trust among the top 20% in the country for several aspects of our service. Around 500 patients were surveyed by the Care Quality Commission following overnight stays at both hospitals last year.

The hospitals were rated very highly for treating patients with dignity and respect and giving them enough privacy – including the highest mark in the country for providing single-sex sleeping accommodation.



The study was part of a national survey of 162 acute and specialist trusts by the Care Quality Commission, which spoke to 69,000 patients, a response rate of 52%.

Each trust was given a mark out of 100 for each question, based on the responses of patients to 77 questions in categories including 'Admission to hospital', 'Your care and treatment' and 'Leaving hospital'.

The Trust was placed in the top 20% nationally for the way nurses answered important questions and the way neither doctors nor nurses spoke in front of patients as if they were not there. It also rated in the top 20% for patients not being disturbed at night, either by noise from hospital staff or from other patients, and for patients not feeling threatened during their hospital stay.

Chief Executive Carole Heatly said: "It is yet again a credit to our staff that we have received such good feedback from the Care Quality Commission's inpatient survey, which is one of the most extensive of its kind. It is particularly pleasing to receive the highest mark in the country for providing same-sex accommodation, as this is something we have worked very hard on over the past year.

"I would like to congratulate all of our staff for their hard work. We will take on board the results of this survey and see where we can do better to improve the standard of our inpatient service."

HELP REDESIGN OUR WEBSITE

Our Trust is redesigning its website and would like to involve its stakeholders.

Anyone who uses the website or who has an interest in hospital services is being invited to give their opinions on what could be done to improve the existing site - www.ncuh.nhs.uk/acute - ahead of a relaunch later this year.

To give your comments on how the website could be improved, please visit www.ncuh.nhs.uk/acute and leave your comments in the online form or email Communications Officer Natalie Wilson at natalie.wilson@ncumbria-acute.nhs.uk.



PHARMACY ON THE WARDS

North Cumbria University Hospitals NHS Trust's Pharmacy department has two bases, at the Cumberland Infirmary in Carlisle, and West Cumberland Hospital in Whitehaven and also operates a dispensary at the Carleton Clinic in Carlisle, as well as outreach services in community hospitals

- In April 2008, the Trust began looking for a single Pharmacy IT system across the three sites that would replace their old systems
- The Trust's Pharmacy staff required a single drugs database, consistent working practices and electronic Patient Medication Records (PMR) across all sites
- The Trust also ordered 'medicines management' to enable ward-based recording and clinical screening of prescriptions
- The Trust selected Ascribe Web Pharmacy and Medicines Management to provide stock control, clinical support systems and interface with their PAS
- Since the Pharmacy went live with their Ascribe systems in August 2009 they have improved clinical safety and saved time for Pharmacy staff as they work in the wards

What has been the impact of this project?

- Information on all three stockholdings across three sites is available to Pharmacy and Clerical staff
- Ward-based clinical screening is now accomplished without generating a massive paper trail. All data is recorded & auditable
- Consistent working practices across all sites enables Trust staff to move locations without requiring them to learn new ways to key in their work
- Electronic Patient Medication Records are now instantly available at any of the Trust's sites providing more information to help improve patient safety
- Formulary and Medications guidance is provided using Ascribe's Decision Support system, which effectively monitors all prescriptions for interactions and allergic reactions
- The Trust now has a Trust-wide reporting system to monitor usage, costs and streamline ordering via EDI

The new system puts the patient at the heart of the matter – the Patient Medication Record stores current and historical data and can include comprehensive information relating to a patient's use or requirements. The system is paperless and enables the Trust to provide our patients with a far more efficient screening process.

PAIR SHORTLISTED FOR TOP AWARD

Two members of Trust staff were named runners-up at a prestigious regional awards ceremony last week.

Gerard Ainsworth, Clinical Lead for Ophthalmology, and Ed Tallis, Divisional General Manager for Surgical Services, were shortlisted for the 'Leaders Tackling Inequality' prize at the NHS North West Leadership Awards in Manchester last Wednesday.



Ed Tallis and Gerard Ainsworth

The pair were nominated for the award by Chief Executive Carole Heatly for their work to modernise and improve ophthalmology services at West Cumberland Hospital in Whitehaven and the Cumberland Infirmary in Carlisle.

Jointly, Mr Ainsworth and Mr Tallis have successfully driven the case for developing ophthalmology services including the repatriation of Age Related Macular Degeneration (AMD) from the North East and the development of a Corneal Transplant Service (CST) for the population of north Cumbria.

Their model of care has united the two departments at the two hospitals to offer improved access, increasing the number of cataract operations that will be able to be carried out by 500 a year.

Mr Tallis and Mr Ainsworth were named runners-up at a ceremony at the Palace Hotel in Manchester which saw leaders from across the region gather to attend the NHS Leadership Academy's first combined Annual Conference and Leadership Awards.

GOOD FEEDBACK FOLLOWING PEAT INSPECTION

Both of our hospitals have again scored well following inspections by Patient Environment Action Teams (PEAT) earlier this year.

The Cumberland Infirmary was scored 'good' across all three measures – environment, food and privacy and dignity – while the West Cumberland Hospital was rated 'excellent' for privacy and dignity and 'good' for the other two measures.

These scores indicate an increase from good to excellent for privacy and dignity for WCH and a reduction from excellent to good for food at CIC. There were some changes to the scoring system this year, notably the requirement to weigh patients within 24 hours of admission. The assessment for patient catering for both sites, prior to taking account of our performance for patient weighing and screening for nutritional care, produced an assessment of excellent for both sites.

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
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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
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Cumberland Infirmary Contact Numbers

DEPARTMENT	CONSULTANT	SECRETARY	EXT
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Elderly Care	Dr Jane Orgee	HOPE Christine	(01228) 814458
Elderly Care	Dr John Billett	HILL Alison	(01228) 814456
Elderly Care	Dr Jim George	FOSTER Marjorie	(01228) 814029
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Oncology	Dr Sandeep Singhal	KELLY June	(01228) 814447
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Orthopaedics	Mr Keith Ions	MORAN Teresa	(01228) 814754

Orthopaedics	Mr Matt Dawson	O'NEILL Susan	(01228) 814279
Orthopaedics	Mr David MacKay	JACKSON Hazel	(01228) 814759
Orthopaedics	Mr Ramasubramanian Dharmarajan	HOLDEN Lisa	(01228) 814750
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Paediatric	Dr John Storr	NIXON Susan (Job Share) HARTLEY Julie	(01228) 814764
Paediatric	Dr Paul Whitehead	McKAY Barbara	(01228) 814168
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Urology	Mr John Cumming	HALFORD Joanne	(01228) 814779
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