



Hospitals Trust named in list of Britain's best

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SPECIAL

All our consultants, secretaries and contacts – updated each month

North Cumbria University Hospitals NHS Trust has been named one of the top 40 acute trusts in the country for the second year running.

The Trust picked up the accolade at the CHKS 40 Top Hospitals for 2010 awards in London this week, which celebrate excellence and are based on the evaluation of 21 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.



Sandy Brown, Director of Nursing, Quality and Governance, and Kevin Clarkson, Deputy Chief Executive, receive the award from Jason Harries, Managing Director of CHKS

The awards are run by CHKS, the UK's leading independent provider of healthcare intelligence and quality improvement services.

The Trust's Chief Executive, Carole Heatly, said: "I am delighted that once again our hospitals in north Cumbria have been recognised nationally and we are among the top 40 best performing in the country for the second year in a row.

"It is a great credit to all our clinical staff and teams and shows that we are continually driving for clinical excellence and delivering the best for our patients.

"Patient access and quality of care is always at the top of our agenda and we have continued to deliver on both in this last year ensuring we have met the 18 week target from GP referral to delivery of hospital care and reducing our MRSA rates dramatically.

"We will continue to build on our success and maintain our excellent standards."

REAL TIME SURVEY OF PATIENTS' OPINIONS

A new scheme enabling patients to give their 'real time' views on the care they receive in hospital has been launched by North Cumbria University Hospitals NHS Trust.

Patients will be given an iPhone or similar handheld touch-screen device and asked to answer a few questions about their care, hospital cleanliness, food and the ward environment.

A web-based programme will then be used to monitor and measure patient experience, based on the feedback. It will also measure real time staff satisfaction and clinical standards.

The scheme, pioneered by Director of Nursing, Quality & Governance Sandy Brown and Cancer Nurse Specialist Mark Irving, has been piloted for the past 12 months at the Cumberland Infirmary and West Cumberland Hospital with patients across all specialities including both outpatients and inpatients.



A patient gives his opinions using the handheld touch-screen device

It was officially launched on 12 May to coincide with International Nurses' Day.

The programme is designed to triangulate and analyse information from the three data streams – patient experience, staff experience and clinical indicators.

The team from North Cumbria have been invited to address a conference in early June, demonstrating to participants the value of understanding the relationship between these sets of data and how it can lead to improvements in team performance and patient care.

Sandy Brown, Director of Nursing, Quality & Governance, said: "Patients are asked to give feedback on their care while they are still in hospital, rather than being sent a questionnaire once they are home. This gives a much better picture of their opinions.

"We are one of the first Trusts to use this kind of system and we have developed it in-house to meet the needs of North Cumbria's patients. It is hoped that this system will help the Trust to continually improve quality of care based on what patients tell us about our services."

CHANGE TO EMAIL ADDRESSES

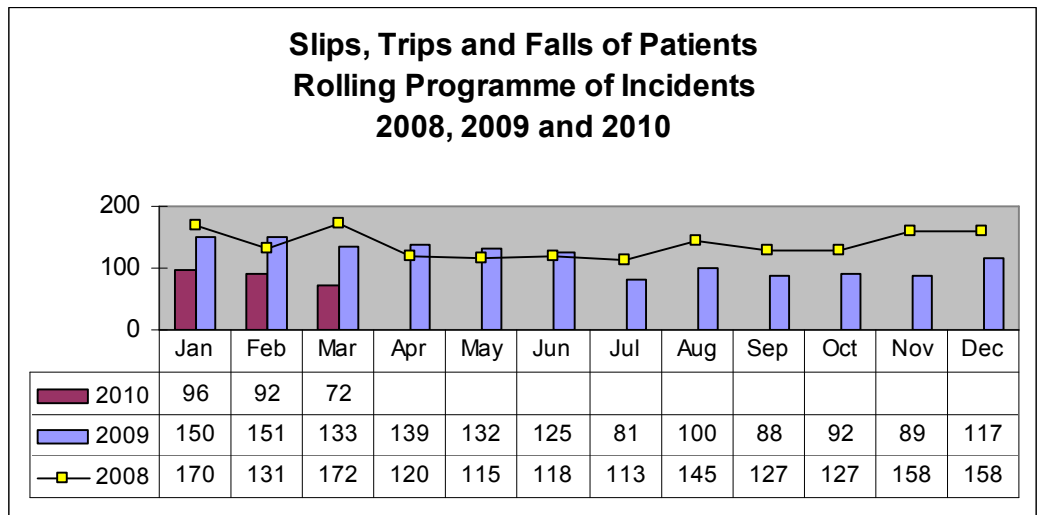
Email addresses for staff, wards and departments at our Trust have changed from name@ncumbria-acute.nhs.uk to name@ncuh.nhs.uk.

SUCCESS IN REDUCING SLIPS, TRIPS AND FALLS

Huge progress has been made on cutting the number of trips, slips and falls across our Trust. Since a steering group was set up in June last year, considerable changes have been made to our approach to improving patient safety with regard to falls.

The table, right, shows the excellent results since the project commenced.

The most recent results, from March this year, show slips trips and falls among patients more than halved in two years, down from 172 in March 2008 to 72 in March 2010.



NEW HEALTHCARE ASSISTANT UNIFORMS UNVEILED

A new uniform for Healthcare Assistants will soon be appearing on our wards. Green and white stripes have been chosen for the new look.

It is available in a tunic with navy blue trousers or a dress for women and a white tunic with green and white striped epaulettes with navy trousers for men. The uniform will come into use gradually across both sites in a rolling programme of replacement as the existing uniforms become worn out.

It replaces the brown and white striped uniform at West Cumberland Hospital and the plain blue with beige edging at the Cumberland Infirmary.

The uniform has been changed in response to feedback from patients who said they had trouble identifying the different roles of staff. The colours were chosen by both deputy Directors of Nursing based on what the supplier could provide at the lowest cost with the shortest time between ordering and delivery.



Healthcare Assistant Pauline Askew models the new uniform

ROAD CHANGES AT WEST CUMBERLAND HOSPITAL

New parking and traffic flow regulations have come into force at the West Cumberland Hospital to enable demolition work to continue as part of the £100 million redevelopment project.

Part of the ring-road at the top of the site is now blocked off and will remain closed for the duration of the redevelopment work. This means the road is now two-way and staff are advised to take care and look both ways when crossing the road.

To ensure the safety of all staff, patients and visitors, and ensure the emergency services have full access at all times, parking has been banned on the ring-road. Any vehicles parked on the ring-road could be towed away to a local compound, with a release fee to cover the cost of the service.

The former entrance to the hospital site has become the exit, and the former exit is now the entrance. New signage and road markings have been installed to show clearly the new car parking and traffic arrangements.

Thank you for your patience while everyone adjusts to these changes.

Further news on the hospital redevelopment:

- ✓ The full planning application for the hospital redevelopment was approved at a meeting of the planning panel of Copeland Borough Council on 28 April. The approval is subject to a small number of conditions, none of which is considered to be onerous.
- ✓ The detailed design process with user groups continues according to programme, with two further rounds of user meetings scheduled for this month.
- ✓ Department of Health officials have completed their review of our revised and updated Outline Business Case (OBC) which was submitted to them in March and have sought further information from the Trust in a number of areas. The Project Team has responded fully to all queries raised and further feedback is now awaited from DH officials regarding final approval.
- ✓ The Full Business Case (FBC) for the redevelopment was approved by the Trust Board in March. Detailed discussions continue on a regular basis with NHS Cumbria in order to address any outstanding issues and to secure a statement of commissioner support for the FBC. Comments on the FBC have now also been received from the Strategic Health Authority (SHA) and these are currently being addressed by the Project Team.
- ✓ Demolition of Windermere ward has been completed and the demolition of Buttermere and Crummock is underway.

To find out more about the hospital redevelopment, visit www.buildingyourhospital.ncuh.nhs.uk.



A graphic featuring a spotlight beam shining down on the word "Spotlight" in a stylized, white, serif font against a dark background with some light speckles.

AUDIOLOGY

The Audiology Department provides a range of investigative procedures to assist in hearing assessment and the diagnosis of hearing related disorders. It also provides a comprehensive aural rehabilitation service to patients with hearing loss and tinnitus.

The department is a combined service dealing with patients of all ages, from newborn babies to the elderly.

Referrals for assessment are mainly via ENT but **the department welcomes direct referrals from GPs of routine patients over 60 years of age** requiring a hearing aid/s who do not present with the following contra indications:

- Wax obstructing the ear
- Sudden or fluctuating deafness
- Asymmetrical deafness
- Conductive deafness eg recent discharging ears, perforation
- Unilateral tinnitus
- Vertigo



Based at the Cumberland Infirmary, the Audiology Department operates weekly satellite clinics at West Cumbria Hospital and Workington Community Hospital and a monthly clinic at Keswick Hospital.

The department at the Cumberland Infirmary has **open access** for patients for batteries, repairs and modifications between the hours **2pm-4.30pm Monday to Friday**. Access at other times in Carlisle and the other satellite clinics is by appointment only.

The department provides a **varied range of 100% digital behind-the-ear hearing aids** to patients from the NHS Supplies catalogue. These are supplied by the same major manufacturers used by private dispensers such as Siemens, Oticon, Phonak and GN Resound. The hearing aids are programmed according to an individual's hearing thresholds and discomfort levels using computer generated prescriptive targets and real ear measurement technology. Patients issued with hearing aids are issued with batteries free of charge and can **self-refer** if they require a review appointment.

The department's **waiting lists are well within the NHS targets** with the vast majority of patients requiring hearing aids issued within two months from the date of referral. Patients with a hearing aid/s requesting re-assessment are seen within six weeks.

The department works closely with the local and national newborn hearing screening programme (NHSP), SCBU, Education Department, Community Audiology and ENT to provide a comprehensive paediatric service. This includes the diagnostic assessment of babies referred by the local screening programme using electrophysiological testing and habilitation of cases confirmed with permanent deafness. The introduction of NHSP has meant that all babies with significant congenital deafness are identified and offered digital hearing aids prior to 3 months. Ongoing habilitation adheres to national guidelines and includes frequent reassessment and regular review on monthly held multi-agency paediatric clinics. In a recent QA Visit by a team of assessors from the national NHSP the paediatric services were rated as well above average.

NEW CONSULTANT PAEDIATRICIAN AT WEST CUMBERLAND HOSPITAL

Name: Sarah Helen Pennington

Qualifications: MBChB 1997
MRCPCH 2003
CCT 2010

Job Title: Consultant Paediatrician

Training: Qualified 1997 from Manchester University
House jobs in Preston
SHO in Blackburn, Stoke on Trent, Jersey,
Halifax and Leeds
Registrar in Torquay, Lincoln, Nottingham, Derby
and Chesterfield



Special Interests: Education and training (currently awaiting update regarding dissertation – have either a diploma or a masters in medical education)

Interests/Hobbies: Calligraphy, Celtic art and paper craft
Admiring (and photographing) sunsets at sea
Spending too much time online
Foreign travel

CUMBERLAND INFIRMARY WELCOMES CONSULTANT UROLOGIST

Name: Jamshed Bashir

Special Interests: Upper Tract Laparoscopic Surgery; Management of Stone Disease

Job Title: Consultant Urological Surgeon

Hobbies and interests: Contemporary fiction; running

Qualifications: MBBS, FRCS (Urol), MD

Training: Mersey Urological Training Programme

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 Rutherford at natalie.rutherford@ncuh.nhs.uk.

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 | CRAYSTON Jemma | (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 | BENSON Geraldeen | (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 | WILTON Janette/BUSBY Helen | (01228) 814312 |
| ATC Co-ordinators | | KING Caroline | (01228) 814435 |
| ATC Secretary | | TOPPIN Sheila | (01228) 814437 |
| Dermatology | Dr Khurshi Bazmi/Dr Marinela Nik | HALLIBURTON Ann | (01228) 814150 |
| Diabetes | Annette Routledge/Joanne Mason | MATTINSON Julie | (01228) 814780 |
| Diabetes | Dr Hilary Sawers/Dr Stewart Sawers | BOUCH Wendy | (01228) 814140 |
| Elderly Care | Dr D Paul Davies/ Dr Henry Woodford | JONES Julie | (01228) 814438/2514 |
| 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 |
| ENT | Mr Nick Murrant | BURNS Kath | (01228) 814206 |
| ENT | Mr Donald Clark | FLEMING Tracy | (01228) 814208 |
| ENT | Mr Andrew Robson | MACKENZIE Margaret | (01228) 814207 |
| ENT | Mr Richard Hogg | SHAW Linda | (01228) 814718 |
| Gastroenterology | Dr Denis Burke | JOHNSTON Judith/TODD Lesley | (01228) 814138 |
| Gastroenterology | 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 |
| Medical | Dr Martin Cowley | HARRISON Anne | (01228) 814034 |
| Medical | Dr Simon Fearby | SHANE Carol | (01228) 814142 |

| | | | |
|---------------|------------------------------------|-------------------------|----------------|
| Medical | Dr Mary Hewson | PARTINGTON Judith | (01228) 814063 |
| Medical | | 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 |
| Obs & Gynae | Dr Ruth Lawley | COX Pam | (01228) 814213 |
| Obs & Gynae | Dr Laura Hipple | WHITE Carrieanne | (01228) 814272 |
| Obs & Gynae | Dr Sheila Pearson | PARK Lavinia/HEGGIE Pat | (01228) 814217 |
| Obs & Gynae | Mr Ajith | HEANEY Kerry | (01228) 814211 |
| Obs & Gynae | Mr Mohamed Matar | BURNS Karen | (01228) 523444 |
| Oncology | Dr Paul Dyson | GRAHAM Lynda | (01228) 814684 |
| Oncology | Dr Josef Kovarik | FRASER Sandra | (01228) 814446 |
| Oncology | Dr Sandeep Singhal | KELLY June | (01228) 814447 |
| Oncology | Dr Jonathan Nicoll | PURDHAM Pauline | (01228) 814688 |
| Ophthalmology | Mr Gerard Ainsworth/ Mr Tim Shetty | HULBERT Diane | (01228) 814449 |
| Ophthalmology | Mr Mohammed Zaheen/Mr Murad Moosa | NIEMIEN Jane | (01228) 814476 |
| Ophthalmology | Mr Roger Smith/Ms Diana Depla | SPENCER Dee | (01228) 814461 |
| Oral Surgery | Mr Anthony Patterson | WANLEY Judith | (01228) 814224 |
| Oral Surgery | Mr Graham Putnam | BRADLEY Sue | (01228) 814222 |
| Oral Surgery | Mr John Elliott | DOWNIE Marie | (01228) 814222 |
| Orthodontics | Mrs Fiona Nixon | HIRD Elizabeth | (01228) 814225 |
| Orthodontics | Mrs Sally Walker | HIRD Elizabeth | (01228) 814225 |
| Orthopaedics | Miss Gail Ferrier | COLLIER Sarah | (01228) 814752 |
| Orthopaedics | Miss Carol Brignall | PESCOD Alison | (01228) 814756 |
| Orthopaedics | Mr Guy Broome | TAYLOR Karen | (01228) 814758 |
| Orthopaedics | Mr Mike Orr | RAYMENT Linda | (01228) 814760 |
| 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 |
| Orthopaedics | Miss Claire Young | CRAWFORD Brenda | (01228) 814363 |
| Paediatric | Dr Catriona Stuart | SCOTT Janet/LOWTHER Angela | (01228) 814762 |
| Paediatric | Dr John Storr | NIXON Susan (Job Share) HARTLEY Julie | (01228) 814764 |
| Paediatric | Dr Paul Whitehead | McKAY Barbara | (01228) 814168 |
| Paediatric | 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 |
| Pathology | Dr Joanne Wilkinson | DAVIDSON Sandra | (01228) 814535 |
| Pathology | Dr Mary Jenkins/ Dr Fergus Young | MILLS Janice | (01228) 814529 |
| Pathology | 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 |
| Radiology | Dr Jon Berry/ Dr John Edge/Dr Alaa Sayed/Dr Sarat Gadde/Dr Dinakar Unnithan | CUMBERLAND Penn | (01228) 814575/4589 |
| Radiology | Dr Peter Jennings/ Dr Jonathan Poels | DODD Doris | (01228) 814349 |
| Radiology | Dr Geoff Athey/Dr Rachel England | MURRAY Nicola | (01228) 814576 |
| Renal | Dr Paul Mead | MELLISH Therese | (01228) 814772 |
| Renal | Dr Fiona Dallas | JOHNSTON Julie | (01228) 814772 |
| Renal | Dr Mark Boxall | LYNN Gillian | (01228) 814701 |
| Rheumatology | Dr Alaa Hassan | DIXON Wendy/ CAFFAREL Hazel/ ATWELL Christine | (01228) 814428/4472 or 4347 |
| Surgical | Mr Joseph Thomas | PEDROSA Susan | (01228) 814149 |
| Surgical | Mr Theo Ojimba | ROOK Helen | (01228) 814433 |

| | | | |
|----------|---|------------------|------------------------------------|
| Surgical | Mr Frank Hinson | FOGG Yvonne | (01228) 814364 |
| Surgical | Mr Jim Palmer | NIXON Ann | (01228) 814147 |
| Surgical | Mr Mike Williams | OGLANBY Alison | (01228) 814146 |
| Surgical | Mr Simon Raimes /Mr John Wayman | TUCK Liz | (01228) 814144 |
| Urology | Mr Jamshed Bashir | CAIG Natasha | (01228) 814459 |
| Urology | Mr John Cumming | HALFORD Joanne | (01228) 814779 |
| Urology | 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 |