

GPConnect

August 2019

Keeping GP Practices up-to-date with news from The Shrewsbury and Telford Hospital NHS Trust

Update from Alison Jones, GP Engagement

Same day MRI scans to help reduce the risk of stroke

Patients who may be at risk of having a stroke are being offered the opportunity to have a same day MRI scan by the Trust. The trial service is to be offered to patients who have shown symptoms of a Transient Ischaemic Attack (TIA) and who are attending the rapid access TIA clinic at the Princess Royal Hospital.

A TIA - often called a 'mini stroke' - is caused by a temporary disruption in the blood supply to part of the brain, and is a warning that the patient may be at risk of going on to have a full stroke. The scan helps clinicians determine whether a patient has suffered a 'mini stroke' and if they are at risk of a full stroke so that preventative measures can be put in place straight away. The scan can also offer reassurance to those patients, where the clinician feels they have not suffered a TIA.

MRIs will be offered to selected patients attending the clinic on a Monday to Friday and, if it proves to be successful, the same day service could be rolled out to include Saturday and Sunday clinics. It is part of a collaboration between the Stroke Prevention Team and the Radiology Department, and is in keeping with the latest national guidance which advocates greater use of MRI scanning in the early and rapid assessment of a possible stroke warning.

Dr Owen David, Consultant Physician specialising in stroke and elderly care at SaTH, said: **"A same day scan will allow a more detailed 'one stop' assessment for those patients of particular concern, helping to differentiate low from high risk presentations. We can find out if there is anything to be worried about the same day – and as importantly, if there is nothing to be worried about, so that we can reassure our patients. For those who have had a stroke warning, it means that we can put everything in place to prevent and reduce the chances of a full stroke from happening. Our patients will be able to receive stroke prevention medications straight away, rather than wait several weeks for an outpatient scan.**

"The Stroke Prevention Team is really pleased to be able to offer this service which will be of great benefit to our patients, and we would like to thank our colleagues in radiology for helping to make this happen."

IT revamp will improve care for radiotherapy patients

A £150,000 investment is being made in new IT infrastructure which will help improve care for radiotherapy patients at the Trust.

The investment will mean that clinicians will be able to remotely access patient scans and treatment plans from any location within SaTH. New computers, up-to-date software and server hardware are currently being installed in the radiotherapy department and this will streamline the service and benefit patients undergoing radiotherapy as part of their treatment for cancer at the Trust.

Paul Evans, Consultant Clinical Scientist and Head of Radiotherapy Physics at SaTH, said: **"We have been planning and working on this project to upgrade the software and servers in radiotherapy for the last two years, and it has finally come to fruition, which is great news for both our patients and our staff. This means that we can now remotely access scans and complex treatment plans for our patients from any location. Until now everyone in the Multi-Disciplinary Team had to be in the same room, looking at the same screen. This will benefit patients as it means that there will be fewer delays to starting their treatment."**

Paul added: **"This upgrade has been made possible by redeploying existing radiotherapy funds, which is fantastic news as it means that we haven't incurred any additional costs for the Trust. During the planning of this project we have been able to make savings by, for example, better procurement with our external suppliers. Some equipment maintenance contracts formerly held with the manufacturer have been brought in-house with considerable cost savings and no reduction in machine reliability. We have then been allowed to ring-fence those savings to re-invest back into the department for this project and hence improve the quality of radiotherapy."**

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Improvements made in the Trust's Emergency Departments following CQC inspection

Improvements have been made in the Emergency Departments (EDs) at Shropshire's two acute hospitals following an inspection by the Care Quality Commission (CQC) in April.

On 2 August the CQC published reports into its 'focused inspection' of the EDs at the Royal Shrewsbury Hospital and the Princess Royal Hospital, which took place on 15 and 16 April this year. At the time, inspectors highlighted areas which needed improving, with teams at the Trust taking immediate action to address these concerns.

Barbara Beal, the Trust's Director of Nursing, Midwifery and Quality, said: **"Following the focused inspection of our Emergency Departments by the CQC in April our teams, working with our healthcare partners, have made a series of significant improvements for both our patients and our staff."**

"We recognise the areas of concern highlighted by the CQC and are sorry we were not able to make improvements more quickly. We are working with our staff, clinicians, and regulators, including the CQC, to increase the pace of our improvements to provide a greater level of confidence and assurance."

"Some of the work we are doing is ongoing and we expect to see further improvements over the coming months."

This work includes:

- ◆ Approving spending of over £1 million on additional staffing for our EDs with a clear recruitment drive for additional nursing staff worked into our workforce plan
- ◆ Carrying out significant work with NHS Improvement and NHS England and with Health Education England on recruitment
- ◆ Joining the NHS Improvement Retention Programme
- ◆ Recruiting additional nurses to ensure that children are seen in our EDs within 15 minutes of arrival
- ◆ Employing four new paediatric nurses with two more due to start in September 2019
- ◆ Undertaking an exercise as part of our Transforming Care programme to improve patient flow for minor injuries
- ◆ Appointing 13 registered nurses in our EDs with an additional 13 newly qualified nurses due to start in September 2019.

The CQC report also highlighted areas of improvement:

- ◆ Junior doctors spoke positively about working in the EDs and said Consultants were supportive and always accessible
- ◆ An increase in Band 6 nursing staff and the appointment of four substantive Consultants were considered as positive by staff
- ◆ Staff reported morale improving and described an "appetite for change"
- ◆ Staff felt supported and were encouraged to be open and transparent
- ◆ Staff from all disciplines said they could raise concerns without fear
- ◆ Staff had access to a sepsis trolley which had step-by-step guidance and equipment needed for dealing with suspected sepsis patients, with a doctor identified daily to carry a dedicated sepsis bleep to respond quickly to suspected cases.

Barbara Beal added: **"We are continuing to work hard not only to implement improvements, but also to ensure that they become embedded. There have been some significant changes to strengthen the Executive and Senior Leadership teams since this inspection was carried out and we are focused on making SaTH the best it can be for patients, visitors and staff."**

SaTH becomes a stoma-friendly Trust

It is estimated that one in 500 people in the UK has a stoma, and those living with a stoma have additional needs when they use the toilet. SaTH has therefore improved its accessible toilets to help patients and visitors living with a stoma, with each accessible toilet at both RSH and PRH being provided with a hook, shelf, mirror and disposal bin.

The Trust's Estates and Community Engagement teams have worked closely with Colostomy UK to roll out the improvements at both hospitals. Chris Hood, Head of Operational Estates at SaTH, said: **"It is really important to us that our facilities are as accessible as they can be. The Estates teams on both sites have been working with our colleagues in Community Engagement to upgrade our accessible toilets to the stoma-friendly standards put out by Colostomy UK."**

Kate Ballinger, Community Engagement Officer at SaTH, said: **"This is a great example of how we can improve our services by working collaboratively with our patients and the public."**

Irene Constable, Patient Representative for Colostomy UK, said: **"People with a stoma have additional needs when using the toilet and they worry about going out in public in case they can't find suitable facilities. Having a hook on the door, shelf space, a mirror, and a disposal bin in every cubicle are simple and affordable changes that are easy to implement and can make a huge difference to the quality of life for people living with a stoma, encouraging people to go out with more confidence, thus reducing isolation. We are delighted that SaTH has now made these additions to their accessible toilets to help those living with a stoma."**



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New service allows patients to go home the same day

Total laparoscopic hysterectomies can now be done as outpatient surgery at the Princess Royal Hospital.

Women who come to PRH for a major surgical procedure which involves removing the uterus and the cervix using keyhole surgery can now go home the same day. Prior to this surgical technique patients would routinely stay in hospital for up to five days.

Susan Dawson, a patient who underwent the procedure recently, said: **"I arrived at PRH at 7.30am and within 12 hours I was back home with my feet up watching a film and eating a slice of toast. I tried to take the next few days sensibly but it was surreal as I was in no pain at all. I had undergone major surgery yet I was in no pain and was able to get on with my life as normal."**

"I was incredibly fortunate to be under the care of Dr Banchhita Sahu, who is an amazing surgeon and a lovely human-being. As a result of her great care and the modern procedures the hospital trust offers to women in Shropshire, I was up doing what I love – baking, walking and socialising with friends - within 24 hours of getting home."

A total laparoscopic hysterectomy can be offered to women who need a hysterectomy for various benign health issues, as well as in cases of early womb cancer and early cervical cancer.

Dr Banchhita Sahu, Consultant in Obstetrics and Gynaecology at the Trust, (pictured below) said: **"With correct patient**



selection, day case total laparoscopic hysterectomy offers many advantages. This includes early mobilisation, reduced recovery time, less need for pain relief and helps get ladies home sooner.

"The best place for a patient to recover is at home as they will do so much more quickly. It also means women can get back to

being with their family and or getting on with their daily lives, whether it be going back to work or enjoying their hobbies, as quickly as possible.

"The team here at SaTH are very proud to be able to offer same day discharge and following a recent review of this service we presented the data to great applause at the national conference of British Society of Gynaecological Endoscopy."

Trust introduces new name badges to help patients

The Trust is introducing yellow name badges for its staff to improve patient experience and overcome barriers and inequalities for patients with visual and cognitive impairments.

The new standard name badge for all staff consists of bold black text on a yellow background and incorporates the #hellomynameis logo to remind healthcare staff of the importance of introductions in a healthcare setting.

Having a coloured background to the text increases contrast, which can support patients with both cognitive and visual impairment when reading information. Yellow has been chosen as it helps people with a cognitive impairment to process information more quickly, making it easier to read. Yellow can also stimulate people's minds as it activates the left side of the brain, awakening greater confidence and optimism.

The badges have already been introduced for members of the Dementia Team and the Executive Team at the Trust, and will now be rolled out across ophthalmology, for all new employees and when badges need replacing.

Ruth Smith, Lead for Patient Experience at the Trust said: **"Small changes can make a difference. Through introducing eye-catching badges and making a mindful effort to introduce ourselves the first time that we meet someone, we are taking steps to improve patient experience and**

promote an inclusive environment."

Karen Breese, the Trust's Dementia Clinical Specialist, (pictured far left) said: **"I am delighted we could move this**



forward. Hospitals can be confusing places and so as a Trust we need to do everything we can to improve our services."

The Trust's new names badges were launched to coincide with #hellomynameis day on 23 July, which aims to aid patient-centred, compassionate care. Introduced by the late Dr Kate Granger with her husband Chris, the #hellomynameis campaign reinforces the belief that introductions make an instant connection and build trust between those who are unwell and vulnerable, and those who wish to help.

Pain Service Study Day on Thursday 26 September 2019: book your place

GP practice colleagues are very welcome to attend this study day for health professionals in the treatment and study of pain. It is being organised by SaTH's Acute Pain Team and will be held in the Lecture Theatre, the Education Centre at the Princess Royal Hospital, from 9.15am to 3.00pm on 26 September.

Please click [here](#) to see the programme, and contact the Acute Pain Team at sath.pain.nurses@nhs.net or on (01743) 261000 ext 2627 to book your free place.



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End of life care wins a national award for the Trust

SaTH has scooped a national award which recognises excellence in palliative care provision.

The Trust has been awarded the Dundas Medal, which was introduced by the Scottish charity PATCH (Palliation and The Caring Hospital) and The Royal College of Surgeons of Edinburgh, and aims to recognise efforts to improve the provision of end of life care for patients when they are in hospital.

The award recognises the work done by the End of Life Care and Speech and Language Therapy teams at the Trust to change the culture of nil by mouth for end of life patients through the introduction of Taste for Pleasure.

Around 80% of hospital patients will have swallowing difficulties in the last 72 hours of life, so SaTH has implemented an alternative to nil by mouth called Taste for Pleasure. The idea came from Jules Lock, End of Life Care Lead Volunteer, and aims to improve patient experience and allow loved ones to be involved in their relative's care.

Taste for Pleasure means that when receiving end of life mouth care (cleaning and hydrating the mouth), hospital staff can use the patient's favourite flavours to provide moisture. These flavours can be anything from blackcurrant squash and tea to whisky and Prosecco.



Jules Lewis, End of Life Care Facilitator at the Trust, (pictured far left) said:

"We are so thrilled to receive this award and we would like to thank both PATCH and the Royal College of Surgeons for this recognition of Taste for Pleasure. In end of life care, we only have one chance to make a difference and the language that we use is so important at the hardest of times to provide the kindest care for our patients and their families."

The Dundas Medal was established in memory of Dr Charles Robert (Bertie) Dundas, a consultant anaesthetist at the Aberdeen Royal Infirmary and a clinical senior lecturer at the University of Aberdeen for over 30 years. He died in 2014 from hepatobiliary cancer and his family provided the legacy for the medal to acknowledge the importance of

good palliative care for patients approaching the end of life, particularly in a hospital setting. The Dundas Medal aims to raise the profile of this need and entitlement across the UK.

The Red Bag scheme rolls out in Shropshire

People living in care homes in Shropshire are set to benefit from an innovative scheme to help them receive quick and effective treatment following an emergency hospital admission.

The "Red Bag" scheme is a national initiative being trialled by health and care partners in Shropshire, including SaTH. After being successfully implemented in Telford & Wrekin last year, the scheme is now being rolled out initially to four Shropshire Care homes: Montgomery House, Isle Court, Holy Cross and The Vicarage in Shrewsbury.

Care home residents who may need to attend hospital in an emergency will be given a specially designed red bag that will not only contain their personal items but also important information about their general health and wellbeing. This information will include any existing medical conditions they have, medication they are taking, as well as information highlighting any current health concerns and important personal details about the individual's health and wellbeing. This means that ambulance and hospital staff can determine the treatment more quickly, and provide more immediate, appropriate and effective treatment. When the residents are ready to return to their care home, a copy of their discharge summary will be placed in the bag, along with their medication, so that care home staff have immediate access to this important information.

Evidence from other areas where the scheme has been introduced has shown that it can reduce average hospital stays for care home residents by three to four days, and it has improved communication between care home and hospital staff, saving both time and resources, and reducing the risk of duplication. It has also stopped patients losing personal items such as dentures, glasses and hearing aids.

The scheme will also save time during the transfer of the resident from care home to ambulance and from ambulance to A&E. It will allow A&E staff to make more informed decisions about the patient, as they will always be aware that the patient is a care home resident.

Dr Kevin Eardley, Medical Director for Unscheduled Care at the Trust, said: **"Patients living in care homes are often the most vulnerable, and when acutely ill, they are less able to communicate their symptoms and needs."**

The Red Bag scheme will very much help us in our assessment of patients when they first arrive, and will help ensure that they receive the most appropriate treatment earlier."

Alison Massey, Urgent Care Redesign Lead for Shropshire Clinical Commissioning Group, said: **"This is a great example of how collaborative working across a range of organisations improves care for people. Being admitted to hospital as an emergency is a stressful and worrying time for anyone, and even more so for frail older people. Therefore knowing that the Red Bag contains all the information needed about their illness, alongside their personal belongings, will be reassuring."**

The Trust welcomes 150 new Junior Doctors

The Trust welcomed more than 150 new junior doctors at the beginning of August.

The junior doctors have come to SaTH to continue their training and will work across a wide range of specialties, including Medicine, Surgery and Women and Children's Services.

Dr Jenni Rowlands, Director of Postgraduate Education at SaTH, said: **"We are delighted to have welcomed more than 150 new doctors to the Trust. The trainees range from straight out of University, to final year before becoming a Consultant. We have also welcomed many trainees from overseas to continue their learning in the NHS."**

Senior clinicians at the Trust delivered an induction programme to the junior doctors covering a number of important medical topics, including sepsis awareness, infection control and antibiotic therapy, resuscitation and end of life care. The junior doctors will now move on to practical/ward based learning which, supported with an extensive teaching programme, will help them to progress in their chosen field of medicine.

Matt Hancock MP, Secretary of State for Health and Social Care, sent out a message at the beginning of August to welcome all the new junior medical staff to the NHS: **"As Health Secretary, I want to say a huge welcome to the thousands of junior doctors who are starting out in the NHS this week. All your years of studying and placements have led up to this moment and you're going to be able to provide an incredibly high standard of care, world-beating for the patients who we all serve."**

The Medical Education Department at SaTH provides education, support and guidance to trainees and will play a pivotal role in supporting these junior doctors over the coming months. Both hospital sites have an active Education and Training Centre with a Library and Clinical Skills Laboratories, and the department runs in-house training programmes as well as regional training days for doctors across the West Midlands. The department has also recently opened a state of the art, high fidelity Simulation Suite which supports multi-professional education in a simulated ward environment.



'Bus stop' installed in RSH to help patients living with dementia

A bus stop outside Ward 21 and Ward 22 is a surprise new addition to a corridor at the Royal Shrewsbury Hospital.

Many patients on these two wards are elderly and living with forms of dementia, so staff have come up with the innovative idea of putting a bus stop mural at the entranceway to help any patient who might 'wander off' the ward and become anxious and feel lost.

The hope is to provide a familiar scene which will encourage confused patients to stop and wait, giving staff time to come and find them, and help them back to their ward.

Karen Breese, Dementia Clinical Specialist at the Trust, said: **"When patients living with dementia become confused and agitated they tend to walk off the wards and will often look for something which is familiar. The bus stop is just that. It can also be a great place for patients to escape the noise of the ward for a few moments and where they can sit and talk with other patients or their families."**

Gary Francis, Ward Manager on Ward 21, said: **"The work that we have been doing has been a great team effort and has already made huge improvements to how we operate and the care that we can give to our patients."**

"It is really encouraging to see the staff proactively volunteering to lead improvements and own projects – everyone is playing a part and together we are making a difference."

"These interventions are proven to prevent emotional escalation and reduce anxiety, and are a great example of adapting what we do to meet the holistic needs of our patients."



Trust strengthens its Freedom to Speak Up team

SaTH has strengthened its Freedom to Speak Up team, which now extends to 3 Guardians and 24 Advocates.

Freedom to Speak Up (FTSU) Guardians exist in all NHS Trusts. They act in an independent capacity to make hospitals safer for patients and staff by encouraging a more honest environment where all staff, volunteers and students feel able to raise any issues or concerns and know that they will be addressed confidentially, swiftly, and in line with good practice.

The Trust now has 3 FTSU Guardians: Kate Adney, Chan Kaur and Teresa Carrington, who will cover all sites across the Trust. The Executive Lead for Freedom to Speak Up is Dr Arne Rose, SaTH's Medical Director.

The Trust Board has demonstrated its commitment by agreeing to strengthen the Freedom to Speak Up team to provide extra capacity to address staff's concerns about being able to raise issues regarding unsafe clinical practice, and to ensure that these issues are always addressed. These concerns were highlighted in a recent NHS Staff Survey.

In addition to SaTH's 3 Guardians, there are also 24 FTSU Advocates. Advocates work on a voluntary basis and can provide informal and confidential guidance on how to raise a concern. They fulfil this role in addition to their regular jobs, which are in both clinical and non-clinical areas, across the Trust. FTSU Advocates can be easily identified by their green Freedom to Speak Up lanyards or badges.

Kate Adney, FTSU Guardian, said: **"We are proud to have 3 FTSU Guardians and over 20 Advocates at SaTH. Our growing numbers show a real commitment to the wellbeing and safety of our staff and patients."**

"We are working to strengthen the profile and presence of the important work we do across the Trust to reinforce the message that raising a concern isn't disloyal, and that all wrongdoing, poor practice or bullying will be addressed immediately and dealt with."

Dr Rose, said: **"As a board, we recognise what we are hearing through the staff survey and we take these matters very seriously indeed."**

"A lot of work has already been undertaken and I look forward to working with the expanded team to develop this even further."

The FTSU Guardian role was introduced in 2015 following the publication of the Freedom to Speak Up Review, chaired by Sir Robert Francis QC, which examined whistleblowing in the NHS.

Speaking at the time, Sir Robert said: **"Everyone in the NHS needs to support staff so they have the courage to do the right thing when they have concerns about patient safety. We need to get away from a culture of blame, and the fear that it generates, to one which celebrates openness and commitment to safety and improvement. If these things are achieved, the NHS will be a better place to work. Above all, it will be a safer place for patients."**



Pictured above are Chan Kaur (left), Kate Adney (centre) and Teresa Carrington (right)

Continuity of Carer for mums-to-be at Wrekin MLU

Expectant mothers opting for a birth at the Wrekin Midwife Led Unit at the Princess Royal Hospital will be cared for by small teams of named midwives to improve their maternity journey. 'Continuity of Carer' means that they will have the same midwives looking after them throughout their pregnancy and after they have given birth.

Becky Havvas, Wrekin Community Manager, said: **"Continuity of Carer means that our mums will be cared for by a team of six to eight midwives, including community and ward-based midwives, from the start of their pregnancy to the finish. It means that the mum-to-be will be booked to see someone that she knows. The midwives in the team are able to build up a relationship with the mum-to-be during her journey which is so important as it builds up trust and confidence. The midwives will be aware of her history and the choices she has made for her and her baby, so she doesn't have to keep repeating it at every appointment."**

"There may also be mums who need additional support after having their baby, and they might feel they can open up more to a midwife with whom they have built up a relationship. It is also a rewarding experience for our midwives too."

"The aim is to improve outcomes and the experience for our mums-to-be. We have only just introduced this but we are definitely starting to hear positive feedback from our mums."

The introduction of Continuity of Carer at Wrekin MLU, which also involved the Shropshire and Telford & Wrekin Local Maternity System, follows a Better Births report which set out a vision for maternity services in England that are safe and personalised, and which found that Continuity of Carer was the single biggest request from women. Planning is now under way to introduce Continuity of Carer for home births from January 2020.



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