Foundation FOCUS

Brand new hospitals open their doors

Celebrating a landmark year
Welcome to new Governors
Pioneering surgery and research

Issue 3 Autumn/Winter 2009/10
Welcome to the latest issue of Foundation Focus, our newsletter for public and staff Members. We hope you enjoy reading more about the remarkable achievements of the past few months, and our exciting plans for even better patient services in the future.

While we have achieved some tremendous milestones in 2009, plenty of hard work has been going on every day across our hospitals. After listening to what patients and staff think about how we can make our services even better, we launched the Trust’s innovative ‘Quality Campaign’ in May. This puts the emphasis on making a difference in areas that affect all our patients such as cleanliness, food and information. Over 80% of patients rated their overall care as good or excellent in the 2008 NHS annual patient survey, and we want to get an even higher rating next year. We were also named as the best performing acute teaching Trust in the North West in achieving the challenging infection control targets for MRSA and C.Difficile.

All these successes are due to the commitment of hard-working Trust staff and the willingness of our patients and visitors to get involved and give us helpful feedback. A big thank you to everyone who has contributed to making our hospitals some of the best in the NHS.

After months of planning the transfer down to the very last detail, we were delighted to be able to open the doors of Britain’s biggest children’s hospital in June. The Royal Manchester and Booth Hall Children’s Hospitals moved into a single building at our city centre site. The children’s hospital covers an area the size of 39 football pitches and has taken less than four years to build.

Later in the summer, it was the turn of Saint Mary’s, part of Manchester Royal Infirmary and Manchester Royal Eye Hospital to relocate to brand new, state-of-the-art buildings. It has taken five years of building work and £500 million, but the people of Manchester now have the most modern hospitals in the country.

The new facilities will enable our staff to deliver a high level of care to patients in modern, spacious and well-designed clinics and wards. The opening of the new hospitals is a major milestone and will change the future of healthcare for the people of Manchester and beyond.

I would like to thank everyone who has been involved in the planning, building, fitting out and opening of our new hospitals. Our staff have worked tremendously hard to complete the project on time and within budget, in close collaboration with our commercial partners.

The Trust is keen to involve local people in developing the services at the new hospitals, to ensure they reflect the kind of healthcare the local community wants. Please encourage family members, neighbours and friends to become Members (see page 12 for details) and help us to shape the future of healthcare for people across the North West.

Mike Deegan
Chief Executive
New Hospital focus: the new Royal Manchester Children’s Hospital

The largest single-site children's hospital in the UK opened in summer 2009. With 371 beds, the new RMCH provides expert care and access to the latest treatments and technology for children from across the region.

The new hospital has been designed so that all departments are close to the equipment and support that they need. This means patients and staff do not have to travel far within the hospital. It also has purpose-built accommodation with en-suite rooms for carers and families.

The new Paediatric Emergency Department (PED) provides a single point of access for all children with acute illness or injuries. The Paediatric Intensive Care Unit (PICU) has extra beds, all equipped with state-of-the-art ventilators and monitoring systems.

The High Dependency Unit (HDU) has 12 beds (with capacity for three more) and is located across the corridor from PICU, ensuring both units work easily together. The Burns Unit is adjacent to PICU and HDU, and includes a therapy suite and skin preparation area integral to the burns theatre.

The new paediatric operating theatres are now together on the first floor with the surgical wards, directly opposite the Elective Treatment Centre (ETC). Critical Care areas are nearby so that seriously ill children will not have to be moved very far if they need surgery.

The Children’s Radiology Service contains state of the art equipment including an MRI scanner, which will cut waiting times and improve efficiency; the latest CT scanner; three ultrasound rooms and high-tech digitised X-ray units.

New facilities include a psychology interview/counselling area, hydrotherapy pool, fully equipped teenage zone with TV and multi entertainment system, children’s dining area next to the play room and a fully equipped assessment bay for receiving new patients and beginning their care.

There is also a ‘Care by Parent’ unit where children who have been discharged can stay while their parents get used to carrying out care procedures, with professional help on hand if they need it.

New Hospital focus: Saint Mary’s Hospital

Saint Mary’s Hospital has a long tradition of providing maternity services to women and families in Manchester and further afield. We care for women from pre-conception through pregnancy, childbirth and during the postnatal period.

Last year we delivered more than 5,100 babies and had gradually outgrown our original building. Our new maternity unit gives patients improved facilities including more spacious rooms. There are eight en-suite delivery rooms in addition to a purpose-built unit led by midwives. For women with high risk pregnancies, there are two specifically designed rooms on the Delivery Unit.

The wards are spacious, with more en-suite facilities, single rooms and four-bedded bays. The increase in facilities also allows us to deliver an extra 1,500 babies each year.

Our neonatal services offer specialist care for very sick premature babies and newborn infants who need complex intensive medical and surgical care. The Newborn Intensive Care facility is a high-tech environment which will enable us to provide even better care.

Amongst other services in the new building are Genetics, Gynaecology, the Sexual Assault Referral Centre and Radiology. They will all benefit from improved facilities and space.
Manchester Royal Eye Hospital is one of the largest eye teaching hospitals in Europe. Globally acknowledged as a centre of excellence, it is renowned for its pioneering work in all aspects of ophthalmology, including out-patient care, surgery and education.

It provides care to residents of Greater Manchester and beyond and has an extensive range of services and facilities for both adults and children.

Services include the Emergency Eye Centre, Acute Referral Centre, Ophthalmic Imaging, Ultrasound Unit, Electrodiagnosis, Laser Unit, Optometry, Orthoptics, the state-of-the-art Manchester Eye Bank and Ocular Prosthetics.

On the ground floor of the new two-storey hospital the main reception area incorporates everything needed for out-patient visits, including 24 examination rooms, five laser treatment rooms and two ultrasound rooms.

On the first floor, the ophthalmic ward has nine single rooms, an isolation room and a four-bedded area together with consulting and treatment rooms. The day case unit has six examination rooms, three interview rooms and a number of specialist treatment rooms.

It provides a better environment for patients by replacing fragmented facilities spread across three buildings. There is an easily identifiable entrance to ensure that people with impaired vision are clearly and safely directed.

New Hospital focus:
Manchester Royal Infirmary

Many of the medical services which were housed in the older parts of Manchester Royal Infirmary (MRI) have relocated into new, purpose-built facilities.

These services including Haematology, Renal and Acute Medicine, which have all been heavily involved in the design of the new areas.

The new Haematology Unit comprises in-patient/ out-patient and day case facilities. The in-patient ward has 14 state-of-the-art isolation cubicles for patients undergoing bone marrow transplantation. In total there will be 22 in-patient beds, an extra four beds to the previous ward.

Following the move of the Renal Dialysis Unit into the new building some 18 months ago, the Renal wards are now located nearby. They include a small number of beds for patients with acute renal failure who require close monitoring and support. This allows for a comprehensive renal service to be delivered in the new building.

All services benefit from the improvement in facilities and space, with in-patient areas seeing a large increase in single room and en-suite facilities.

In addition there is an expansion of the surgical services already existing in the new building, with a larger area for the Elective Treatment Centre (ETC) and new oral surgery day case facilities.
News round-up

Trust gains new IIP award

Central Manchester University Hospitals NHS Foundation Trust has become the largest NHS Trust in Greater Manchester to achieve the new Investors in People standard.

The IIP assessment took place in November 2008, with a rigorous assessment process which involved a series of interviews and focus groups with individuals across the Trust.

The assessors found that the Trust’s strategy for improving the performance of the organisation is clearly defined and understood. The Trust was also praised for its emphasis on equality and diversity, and for ensuring that most people, regardless of their roles, felt that they were making a valued contribution.

Chairman of the Centre for Assessment and Recognition John Gracie recently presented Trust Chairman Peter Mount and Director of Human and Corporate Resources Derek Welsh with a commemorative plaque and certificate.

Blind patients join global ‘bionic eye’ trial

Eye surgeons at Manchester Royal Eye Hospital have implanted a ‘bionic eye’ in two Manchester patients who became blind due to advanced retinitis pigmentosa – an inherited and degenerative disease of the retina.

The surgery was carried out by Mr Paulo Stanga, a surgeon at the hospital, and his team. It is part of a pioneering international trial of an artificial retina, which is intended to help some blind people regain a degree of vision.

The Manchester patients are two of only 25 people worldwide to participate in the trial to date, using ArgusTM II technology, developed by US company Second Sight® Medical Products, Inc.

“We are very encouraged by the trial’s results so far,” says Mr Stanga. “The ‘bionic eye’ operations went exactly according to plan and both patients are doing well, although it will be several months before the functional outcome is fully known.”

GPs and other professionals can get more details about referring patients to the trial from Kate Barugh on 0161 276 5615 or kate.barugh@cmft.nhs.uk.
New clinical trials collaboration with ICON

ICON plc, a global provider of outsourced development services to the pharmaceutical, biotechnology and medical device industries, has signed an agreement with the Trust to develop a purpose built translational medicine facility.

By April 2012, an ICON-designed state-of-the-art Translational Medicine Unit will be up and running at the Trust. In the meantime, ICON will transfer its current clinical pharmacology services into dedicated clinical research facilities on the MRI site.

Dr Thomas Frey, President, ICON Development Solutions, said: “We are delighted to be collaborating with the Trust and the Manchester Academic Health Science Centre to continue to develop the region as an international centre of excellence in translational medicine. Moving to a hospital-based setting also meets the needs of our customers, who are increasingly looking to run their first-in-human studies in hospital environments.”

Mike Deegan, Chief Executive of the Trust, added: “This exciting new collaboration with ICON is a major step for the Trust and will accelerate the translation of research discoveries into new medicines. We look forward to working with the highly regarded ICON team.”

A fond farewell

Staff, patients, families and volunteers were invited to take a trip down memory lane at special events held at Royal Manchester Children’s Hospital in Pendlebury and Booth Hall Children’s Hospital.

Members of the Chaplaincy Team led by Peter Gomm joined attendees in a Thanksgiving Ceremony at both events, before the ceremonies were closed by Children’s Charity Manager Pat Whiteside. Attendees at Booth Hall released balloons with their own memories of the hospital.

Former patient six-year-old Aimee Gaynor attended along with sister Charlotte, 13, and mum Karen. Diagnosed with leukaemia aged two-and-a-half, Pendlebury was a big part of their life for three years. Karen said: “It is like a family: you can move all its possessions but you can’t take the heart out of the family.”

Director of Children’s Services Martin Hodgson added: “Whilst the ceremonies were very much about celebrating the wonderful history of these hospitals, everyone was also looking forward to working in the fabulous new hospital, and providing services for children in a modern, patient-centred environment.”
Celebrating 4,000 kidney transplants milestone

The Manchester Royal Infirmary (MRI) transplant team hosted an event earlier this year to celebrate successfully undertaking their 4,000th kidney transplant in late 2008, and becoming the first hospital in the UK to reach this milestone.

Mr Neil Parrott, Renal Transplant Consultant at MRI, said: “I am absolutely delighted that we did our 4,000th kidney transplant in the same year that also marks the 40th anniversary of our first ever kidney transplant in 1968.

“Manchester has a very long and proud tradition as a leading kidney transplant centre, and is currently the largest in the UK and one of the largest in the world. The success of the 4,000 transplants is due to the contributions of a huge and dedicated team who can also feel justifiably proud.”

Around 100 delegates from across the world attended the event, including MRI transplant surgeons past and present. Leading transplant experts from Canada and Sweden gave presentations, with more than a hundred patients joining them for a celebration lunch.

Delivering the best experience in the NHS!

In May, more than 300 Trust staff attended the launch of the Quality Campaign, a new programme aimed at improving all aspects of a patient’s journey through our hospitals.

Staff had the opportunity to view poster displays, try out a new electronic patient questionnaire, hear about new quality initiatives and ask any questions. They also filled in over 350 suggestion cards with examples of how they have made a difference, and new ideas for the Trust to consider for the future.

“There was a huge range of suggestions, from improving access from the car parks to the hospitals for patients and visitors, to better support and training for our non-clinical and administrative staff who have a very important part to play in improving the patient’s experience,” said Helen Cameron, Assistant Director of Nursing and Campaign Manager.

“It was exciting to have such a positive response, and I’m particularly pleased that staff feel they have the power and access to resources to improve the patient experience.”
As a Foundation Trust, we have a group of 31 Governors who represent our staff and the public from our local community and the wider region. They help our Board to plan and develop our hospital services so that they reflect the needs of our patients. Here is a flavour of some of the valuable work they do.

Drop-in sessions for staff

Involving staff in shaping the future of healthcare services is a key aspect of being a Foundation Trust. To give staff an opportunity to share their ideas and ask questions, staff Governors are holding informal drop-in sessions which any staff members can attend.

The next event takes place at the Education Centre North, on 19th November (2pm-4pm). For more information please contact the Membership Office on ext 68661.

Working Group updates

The Trust has four Governor working groups which meet to discuss a wide range of issues and generate ideas for improving healthcare services, supporting our local community and boosting membership.

The Public Health Group is working on ways to communicate key messages about health and well-being to the wider public, improve patient information and reduce preventable problems such as falls and alcohol misuse.

Acting on feedback from patients about food, privacy and dignity and the general hospital experience is the remit of the Patient Experience Group.

Recruiting new Foundation Trust Members is important, so that we reflect the needs of as broad a community as possible. The Membership Group visited the headquarters of the Co-operative movement in Manchester, to learn from its long-established expertise in recruiting members and involving them in its activities.

A visit to regeneration projects in Hulme and Moss Side and discussion with local residents about employment, health and other issues was one of the projects undertaken by the Corporate Citizenship Group. Members of the group have also visited the new Manchester Health Academy (MHA).

A partnership between our Trust, Manchester City Council and The Manchester College, the Academy is a totally new way of educating young people aged 11-16. It offers all the subjects you would expect to find at a high school, with a big emphasis on English, maths and science. Its specialist area of health, biosciences and sport also features across the curriculum, supporting learning in other areas and helping pupils to develop skills for careers in the NHS.

Based on the site of the previous Brookway High School and Sports College, the new Academy will provide opportunities and facilities for both pupils and the residents of Wythenshawe and beyond. In September 2010 it moves to a new £19 million complex, and will offer places to pupils aged 16 and over.

Pupils starting their first day at the MHA in September were joined by a VIP classmate, the Health Secretary Andy Burnham.

Barry Burke, Principal and David Cain, Chairman of the Manchester Health Academy (standing) with Andy Burnham and pupils of the new Academy (seated)
Annual Members Meeting

There was an excellent turnout for the first annual Members meeting, held at the Trust on 17th September. Peter Mount, the Trust’s Chairman, welcomed more than 150 staff, governors and Trust Members to the meeting before introducing the Chief Executive, Mike Deegan.

Mr Deegan outlined the Trust’s activity over the past year. The number of patient contacts illustrated the demand on our services in 2008/09. Throughout the Trust there were over 1 million patient contacts including:

- 203,000 A&E attendances
- 130,000 operations and procedures
- 605,000 outpatient attendances
- Over 5,000 babies born
- 10,500 cataract procedures
- 168 kidney (including kidney/pancreas) transplants.

He added “Every year across the board the demand for our services continues to grow. It’s to the absolute credit of all our teams that we’ve been able to meet this demand.”

Peter Mount, along with Professor Malcolm Chiswick who is the Trust’s Lead Governor, then described the challenges and successes experienced during the transition to becoming a Foundation Trust. We now have 8,500 public members and 8,600 staff members. The aim is to grow our public membership to 10,000 by next year.

The Chief Executive presented the Trust’s accounts and looked at the year ahead, in which we will focus on

- Clinical Quality and Safety
- Patient Experience
- Productivity and Efficiency.

Key actions for 2009/10 include ensuring that infection prevention and control remain our highest priority in all our hospitals; getting back to basics in regard to food, cleanliness and patient information; and embedding our ‘Productive Ward’ and ‘Productive Theatre’ programmes.

Concluding the meeting, Peter Mount reflected on a very special year of highlights for the Trust, and added: “On behalf of the Board, a special thank you to everyone who has helped to make it happen.”

Visit our new ‘Dealing with Diabetes’ website

As part of National Diabetes Week in June, the Trust launched its own ‘Dealing with Diabetes’ website: [http://www.cmft.nhs.uk/diabetes](http://www.cmft.nhs.uk/diabetes) to provide information for people with diabetes and their families.

More than 100,000 people in Greater Manchester have diabetes, and around 2.5 million people across the country. Doctors, nurses and other health professionals at the Manchester Diabetes Centre put together the information to help you understand more about the cause of diabetes, treatment options, and how to reduce your risk of developing the disease.

Volunteers Wanted!

Why not become a Trust volunteer, it’s a great opportunity to get involved and have a unique experience.

- Meet people and make new friends
- Give back to your local hospital
- All ages welcome – from 16 years (with no upper age limit)

For more information contact Volunteer Services 0161 276 5190 or email: volunteer.services@cmft.nhs.uk
During the year two Governors stood down, and we also had annual elections in the summer as a number of Governor posts came up for re-election. The Council of Governors is pleased to welcome a number of new faces:

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<th>Name</th>
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<th>Background and Experience</th>
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<td>Sam King</td>
<td>Nominated – Youth Governor</td>
<td>An experienced public speaker, Sam is keen to articulate the ideas of his peers to bring about change for the better. He believes young people can make a vital contribution to improving patient experience. A volunteer in a care home and a hospital wayfinder, he is also a fundraiser for the Multiple Sclerosis Charity.</td>
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<td>Mary Marsden</td>
<td>Staff Governor – Nursing and Midwifery</td>
<td>Since qualifying in 1981, Mary has worked in general nursing, psychiatry and A&amp;E. She is now a senior transfusion nurse practitioner. Her experience enables her to understand the challenges for nursing staff in the modernising NHS. Mary aims to support colleagues in maintaining and improving quality standards of care for patients and their families.</td>
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<td>Dr William Paver</td>
<td>Public Governor – Manchester residents</td>
<td>A retired clinical scientist, William believes his public health experience with the Health Protection Agency will be valuable to the Trust. For many years he has provided expert advice to Trusts on hospital acquired infections, and he is also an honorary lecturer at Manchester University on virology and public health.</td>
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<td>Lynne Richmond</td>
<td>Public Governor – Manchester residents</td>
<td>A trained nurse, Lynne has worked in the nursing and care sector for 40 years. She is a director of a charity for young adults with learning disabilities, and also has business/care management expertise. Lynne wants to help the Trust to become the best in England, enabling patients to receive the best possible service.</td>
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Ivy Ashworth-Crees
Public Governor – Greater Manchester residents
Ivy has been a Governor for a year, and stood for re-election to build on her experience and add real value to the development of the Trust. She believes the Trust deserves recognition for striving constantly for medical excellence, and that customer focus is essential to effective patient care.

Mags Bradbury
Public Governor – Rest of England and Wales
Mags has been re-elected after an exciting year in which she has learned a lot about the Trust. As chair of the Membership Working Group, her experience of working in the membership department of the UK’s largest consumer co-op is helping the Trust to make membership meaningful and to engage with its members.

Brian Donaldson
Public Governor – Rest of England and Wales
Brian has held senior management and governance roles in the field of education, and decided to stand for election to represent the patient experience. He has had two kidney transplants at the MRI, and brings valuable insight into the kind of experiences encountered by people who use the Trust’s services.

Gillian Hobson
Staff Governor – Non-Clinical Support
As a staff Governor for the past year, Gillian has ensured that the voices of staff are heard at the most senior level in the Trust. She firmly believes the Trust is taking many opportunities as it strives to be a leader and first class employer, and is keen to see continued investment in staff development.

Dr Lawrence Cotter
Staff Governor – Medical and Dental.
Re-elected as a Governor, Lawrence believes the Council of Governors has made a good start to ensuring the Trust achieves its potential in terms of treating patients safely and effectively. He also wants the skills, knowledge and expertise of the Trust’s superb clinical staff to be properly valued and most effectively utilised.

Professor Malcolm Chiswick
Public Governor – Greater Manchester residents
Malcolm has also been elected by the Council of Governors to the post of Lead Governor, until 2010. He will act as the voice of the Council in discussions with the Chairman. Malcolm spent 30 years as a consultant caring for newborn babies at Saint Mary’s Hospital, and four years as the Trust’s Medical Director, retiring in 2006. He has practical experience of the key healthcare issues facing parents and families.
Get in touch

If you would like to know more about our Foundation Trust, please get in touch with our Membership Office by:

Phone: 0161 276 8661
Email: ft.enquiries@cmft.nhs.uk
Post: Foundation Trust Membership Office, Freepost RRBR-AXBU-XTZT, CMFTUH NHS Trust, Oxford Road, Manchester M13 9WL

Or you can go to the Foundation Trust section on our website: www.cmft.nhs.uk

Trust staff automatically become Members, unless they choose to opt out.

Become a Member

You can help us plan future healthcare developments as a Member of our Foundation Trust. Membership is open to anyone aged 11 and over who lives in England and Wales. This includes local residents, patients, carers and volunteers.

Why not give this copy of Foundation Focus to a friend or relative, and encourage them to become a Member too. They can simply go to www.nhs-membership.co.uk/cmft and sign up online. Or ring Donna Beddows in the Membership Office on 0161 276 8661 for an application form.

Get more involved

As a Member, you can help us to improve and develop our services. We’re very keen to hear from you if you would like to get involved in surveys, reviewing information or providing feedback on your own experiences of our hospitals. Or you may like to become a volunteer at one of our hospitals.

If you would like to know more about opportunities to get involved, please contact the Membership Office on 0161 276 8661.

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