

# Hospital *Life*

The magazine for Barking, Havering and Redbridge University Hospitals NHS Trust

September 2010



## Robotic arm takes the strain

State-of-the-art equipment used  
in keyhole surgery

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# New chairman takes the reins at BHR



Edwin Doyle has been appointed as the Trust's Interim Chair.

Having previously been the Chair of NHS Redbridge, Edwin has worked alongside the organisation for many years and has an invaluable understanding of the challenges and opportunities facing the Trust.

He formally joined the Trust on August 21st, with an initial nine month contract.

Living in Wanstead, he became Chairman of NHS Redbridge in 2003, and has also been a Non Executive Director for Chingford, Wanstead and Woodford PCT.

He is a former civil engineer and was Director of Technical Services for the London Borough of Newham. Edwin has also recently been an adviser/consultant in corporate management, urban regeneration and public services.

Chief Executive John Goulston said: "I am delighted that Edwin is joining us. We have worked alongside him for some time, and his detailed local knowledge of the NHS and the health economy will be extremely useful. I look forward to working with him."

# News in brief . . . . .

## World class breast cancer care

Proposals to improve the way breast surgery is offered are being prepared. The idea is to bring together the services offered at several places, including Queen's, to King George Hospital. This will help ensure women see a specialist team, day or night. Bringing together services will enable specialist facilities for breast cancer patients to be created with the equipment needed to provide the best quality care. More information will be coming out in the weeks ahead about how the Trust plans to improve breast cancer care.

## Parking

Finding a space in the car park can be difficult at busy times and too often there is a queue to get out through the barriers. As a result, the Trust is introducing a new parking policy:

- Parking is free for Blue Badge holders parking outside the barriered car parks only. There are 74 spaces at Queen's and 56 at King George Hospital.
- In the multi-storey/barriered car parks behind barriers, all users (including Blue Badge holders) need to pay on exit. This will reduce the queues on exit from these car parks.
- Visitors are able to pick up and drop off patients at designated points, but should not block the road or entrances for ambulances.
- Concessions are available for people attending hospital for regular chemotherapy or radiotherapy, and for visitors of certain very ill patients. Ask the ward staff for more information.
- Cars blocking emergency access or parking in a disabled bay without a badge will be identified and action taken, which could include being towed away.
- Cars parked illegally or dangerously on local roads cause a nuisance for the whole community and the Trust will support the Police or the local authority's action against them.

- Keeping car parking charges reasonable and meeting best practice in car parking and our planning restrictions, so it is fair for everyone but does not divert funds from patient care.

## Therapy services

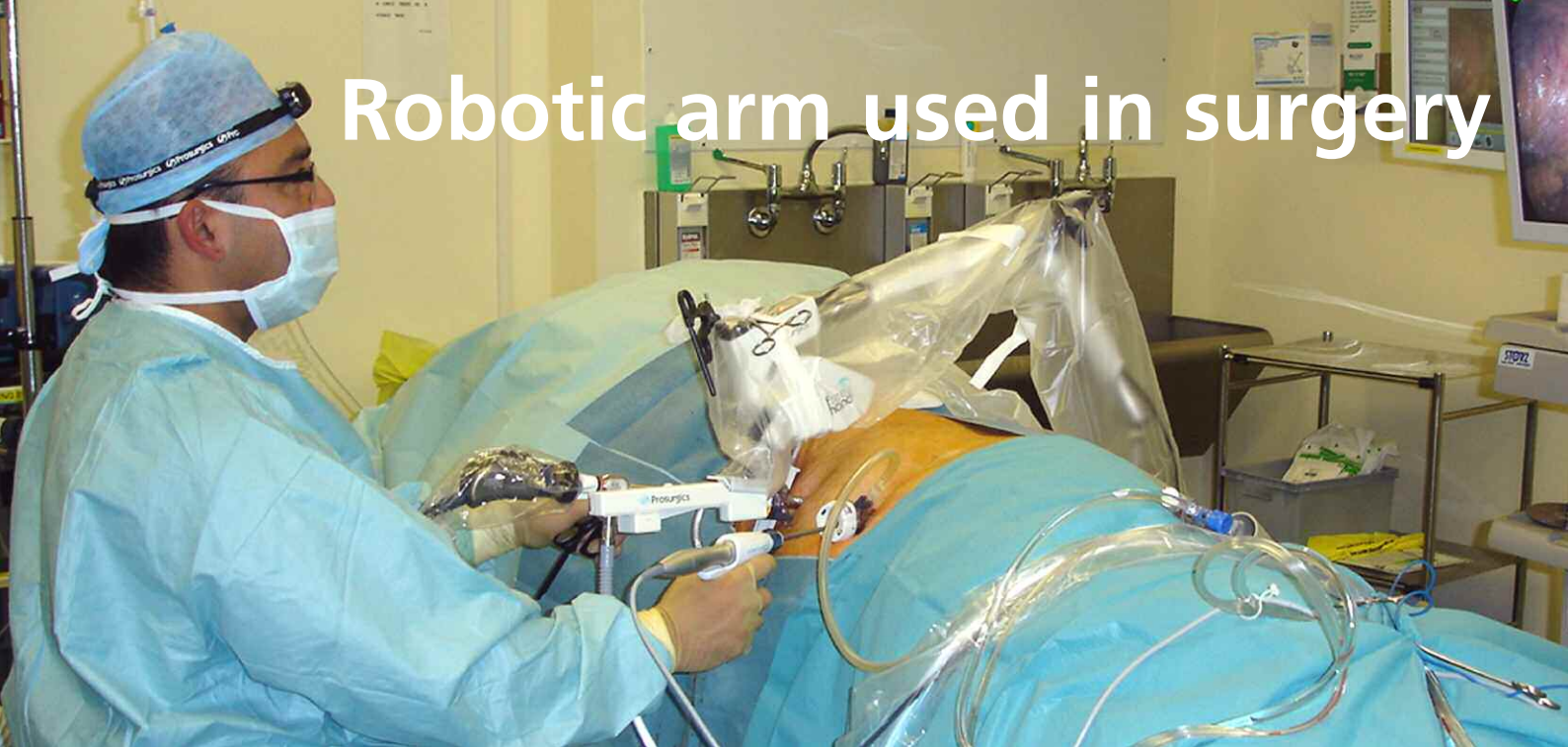
The therapy team at King George Hospital offer a variety of services including rehabilitation for people who have had a stroke or are living with arthritis. Unfortunately, our hydrotherapy pool is out of order due to a major equipment failure. Our physiotherapists are offering a variety of alternative therapies instead and will work with GPs to ensure patients get the care they need.

## Picking up prescriptions from King George

If you've been given a prescription after an outpatient appointment, it can be frustrating to have to wait in hospital to pick up your medicine. The pharmacy at King George Hospital is trialling a new system, where patients can take their prescription to any high street chemist instead. By closing the outpatient dispensary, hospital pharmacists can improve their service to patients needing specialist medicines only available in hospital, or those having to stay in hospital.



# Robotic arm used in surgery



## State-of-the-art robotic equipment is being used in keyhole surgery at our hospitals.

A special robotic arm holds and moves the camera during procedures to treat the kidney or prostate – operated by a remote device worn on the surgeon’s head.

Consultant urological surgeon Anand Kelkar is the first at Barking, Havering and Redbridge University Hospitals NHS Trust to be trained to use the device.

He now uses it during operations at Queen’s and King George - the first hospitals in Essex able to offer the service.

Mr Kelkar said: “These operations

can be quite complex, lasting up to five hours. Previously I had to have an assistant holding the camera for me for all that time, and I had to tell them where and when I wanted it moved.

“Obviously they would tire, and often they were in my line of vision. The robotic arm eliminates the need for an assistant altogether.

“I am in total control of the operation, so it runs more quickly and smoothly. This means a much better outcome for the patient.”

Mr Kelkar can change the position of the camera by making a small movement with his head, which is picked up by a sensor on the equipment.

The robotic arm is a major development for surgery.

Mr Kelkar explained: “It is brilliant. A few years ago these operations were such major procedures that patients would be left with huge scars. Then we moved to keyhole surgery, so people have extremely small scars. Now this equipment is one step forward again, so operations go more quickly and smoothly.

“It is so successful that people are out of hospital and back to their normal lives in just a day or two. It is absolutely fantastic. It will totally change the way that surgeons operate.”

Other surgeons at the Trust are now being trained to use the arm.

## News in brief . . . . . continued

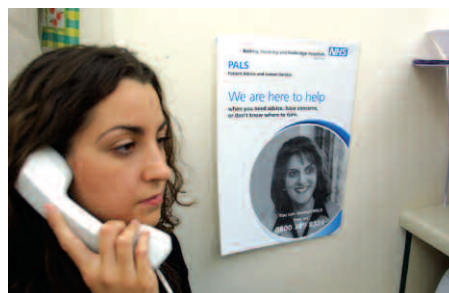
### PALS opening times

Our Patient Advice and Liaison Service is here to help you.

Our PALS team has offices at both Queen’s and King George and can listen to any concerns you may have and help you to resolve them.

The office at King George is open weekdays from 9am to 5pm, and you can either drop in and see them, or call directly on 0208 970 8234.

At Queen’s the office in the main atrium is manned weekdays from 8.30am until 5.30pm. Again, you



can go and see them in person or call 01708 435454.

There may be times when our PALS officers are out on the wards, talking to patients. If there’s no-one in the office, you can leave a message on

the telephone numbers above or on a 24-hour ansaphone by calling 0800 389 8324. Someone will then get back to you as soon as possible.

### Queen’s coffee shop opening hours

The Tempo coffee shop in Queen’s Hospital has changed its opening hours.

You can now pop in for a drink or snack from 7am until 8.30pm during weekdays, or from noon until 8.30pm at weekends.

# Dedicated couple raise thousands for hospital

A couple who have lost both their children to a rare illness have spent eight years raising money for the hospitals that cared for them.

Barrie and Joyce Smith from Rainham have collected almost £17,000 for Intensive Care Units since 2002 by organising events like table top sales and quiz nights.

They have been to Queen's Hospital to hand over their latest donation to the department.

Their daughter Joann died in Intensive Care on Christmas Day in 2001 aged 31. Her brother Gary, 35, also died there in April 2008.

Both suffered from a rare condition which left them partially sighted, with



severe diabetes and mobility problems.

Over the years the Smith's fund-raising for BHR Hospitals Charity has allowed the Intensive Care

Department to purchase up-dated equipment, including a ventilator.

- Barrie and Joyce Smith are pictured handing over a cheque to Intensive Care staff

## Strongbones supports young patients

A charity which helps alleviate the pain and suffering of children with conditions of the bones has donated money to the children's outpatients department at Queen's Hospital.

A cheque for £5,000 has been presented to BHR Hospitals Charity by representatives from Strongbones Children's Charitable Trust.

Strongbones helps children with scoliosis, brittle bone disease, arthritis, bone cancer and other conditions of the bones by funding medical equipment, social activities and holidays.

A children's wheelchair and sensory equipment for the Children's outpatients department has been bought with the money.

The hospital's children's ward, Tropical Lagoon, and the Occupational Therapy department have also been awarded a grant to hire a wheelchair for young patients who cannot use traditional wheelchairs due to the position of their casts. Without the specialist wheelchair these children cannot always get around, so are often bedridden or have to stay in hospital for longer than necessary.

- Staff from Children's Outpatients and Tropical Lagoon are presented with a cheque from Strongbones charity



# Hospital's art a real success

The walls and wards at Queen's Hospital are being adorned with beautiful artwork.

The importance of art within hospitals is nationally recognised, and when Queen's was built a dedicated project was established to ensure that it was given high priority.

Matron for Patient Environment Jo McGrath is now leading the scheme.

She is working with local artists and colleges who either donate pictures to the hospital or agree for their artwork to be displayed while they are for sale.

If any of the pictures are sold while they are displayed on the hospital walls, the Trust receives 15 per cent from the sale. The money is then ploughed back in to framing and installing more pieces.

A large picture of a polar bear which was displayed on the first floor of the hospital, near the top of the escalator, recently sold for an impressive £600.

Prolific local artist Rose Ciplak has this month had a large, curved mural installed. The acrylic on canvas piece is called England's Beautiful Land.



made their stay in hospital more enjoyable, and staff have also been very positive about the project.

Paintings have been put up in wards and corridors around the entire hospital site. They can even be displayed in isolation rooms, covered with Perspex so that they can be thoroughly cleaned and don't harbour any germs.

Like all Trusts in the country, we are visited by independent Patient Environment Action Teams who score us on a range of issues such as the quality of food and the privacy and dignity of patients.

They have given Queen's the highest possible rating of 'excellent' for the environment of the hospital.

The art project has been so successful that the Trust is now planning on creating a sensory garden for patients and staff to enhance the environment yet further.

Local children will be asked to get involved with the scheme which will see the walls of the corridors leading to the special garden painted with trees and animals.

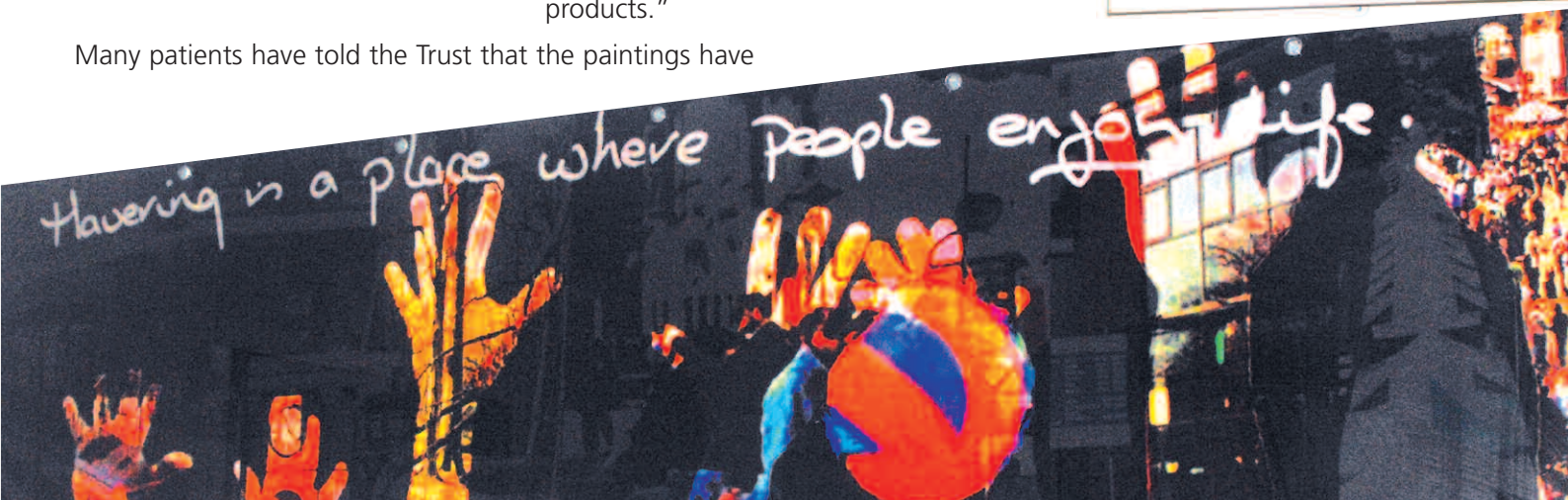
• Matron Jo McGrath with some of the art displayed in Queen's Hospital



Jo said: "Our aim is to improve the hospital environment for patients, staff and visitors. We try to include artwork that reflects the local area, attractions and wildlife with the use of natural products."



Many patients have told the Trust that the paintings have



# Praise for **gentle and professional** surgeon



## A Consultant Surgeon has won an award at King George Hospital.

Abeywardana Abeysekera has been given an Employee of the Month award after being nominated by Registrar Lorik Begolli and Christine Baker, whose son was cared for by Mr Abeysekera.

Lorik said: "The relentless care, gentleness and professionalism I have observed in Mr Abeysekera over the years serve as an example to doctors with a 'robotic' attitude towards medical care.

"Recently he was swift to respond to an acutely unwell patient who needed much attention. He not only dealt with everything personally to ensure his treatment and his ongoing care was in place, he also stayed late after working hours until he was sure that the patient had been transferred to ITU and that his future transferral to a tertiary centre was organised.

"This kind of treatment is not uncommon with Mr Abeysekera and the impact he has on the junior doctors working with him has been profound and apparent."

Christine Baker added: "Mr Abeysekera went over and above the call of duty with my son's care at a time when he was very close to death.

"My son has now returned to work and is doing well. I have no doubt that he and his team saved my son's life and I will be eternally grateful to him."

Mr Abeysekera was presented with a certificate, chocolates and vouchers by Interim Chair Barbara Liggins at a surprise ceremony on Heather Ward at King George Hospital.

• Mr Abeysekera with Christine Baker, Barbara Liggins and colleagues on Heather ward.

## Stroke care among the best in the country

Stroke care at the Trust is among the best in the country – a new report has confirmed.

Data released by the National Sentinel Stroke Audit shows that the new Hyper Acute Stroke Unit (HASU) at Queen's Hospital is delivering top quality care.

The audit is organised by the Royal College of Physicians and measures hospital performance against national clinical guidelines and quality of care for stroke patients.

The Trust's HASU was rated in the top quarter across the whole country.

The new unit is one of eight across London which provides patients with 24/7 access to specialist stroke staff, the latest CT scanning equipment and clot busting drugs (thrombolysis).

Each year around 11,000 people suffer a stroke in London, making it the second biggest killer in the capital and the most common cause of disability.

The introduction of the eight HASUs is expected to save around 400 lives a year.

As well as expert emergency care, the Trust also has a dedicated rehabilitation service for stroke patients to get them back on their feet and reduce long-term disabilities.

All of the London HASUs – set up as part of the London Stroke Strategy – were in the top quarter of the audit.

London Clinical Director for Stroke, Dr Tony Rudd, said: "The data is unequivocal; this is a quality driven system that is providing exceptional outcomes."



## The makers of a new television programme are on the look-out for mums-to-be in this area.

The producers of Hollyoaks are making a brand new reality TV show.

It is all about people from Essex, but filmed in the style of a drama rather than a traditional documentary.

The programme-makers are on the hunt

for a woman who is due to give birth in October or November this year.

It doesn't need to be your first baby, so whatever your age and circumstances, you can contact Lime Pictures if you're interested in taking part.

You can get in touch by emailing [essex@limepictures.com](mailto:essex@limepictures.com) or calling 0207 147 7430.



# Hospital patients treated in their own homes

New ways of treating patients, which will see them cared for in their own homes, are being introduced at our hospitals.

Many patients have already benefitted from the new ways of working.

Known as Ambulatory Care Centres and the Virtual Ward, the new developments mean that people may not need to be admitted into hospital for treatment.

Director of Emergency Medicine Dr Dylan Jenkins said: "We have been developing new systems to ensure that patients receive prompt and appropriate care to maximise their recovery and a positive experience of their care."

An Ambulatory Care Centre has been opened at Queen's lead by senior clinicians.

People who turn up at A&E, and some who may already be inpatients, can be referred to the ACC for assessment, monitoring and treatment.

While this care will be led by a consultant – and patients will remain in their care until they are well enough to be officially discharged – they will not need an overnight hospital bed.

Several conditions can be managed in this way including joint infections, back pain and cellulitis.

Alongside this, a Virtual Ward has been developed at both Queen's and King George.

This is staffed by two matrons and a dedicated team of senior nurses as well as the consultant dealing with a patient's specific condition.

This innovative idea means that patients can leave inpatient care and go back to their own homes – while still under the care of the hospital.

Rather than being in a hospital ward, they can return to their own bed.

Occasionally people may have to stay in hospital for several extra days while test results come through, and

then treatment or further investigations are organised

Under the Virtual Ward scheme they can stay at home while tests or procedures are booked, and just come to hospital for these to be carried out.

Patients will be able to contact a nurse at any time, 24-hours-a-day, and their case will be regularly reviewed by a consultant as if they were still an inpatient.

Of course, if at any time these patients need higher levels of care they will be admitted back into hospital.

Both the Ambulatory Care Centre and the Virtual Ward have been running successfully for several weeks.

Being able to stay in your own home rather than spending time in hospital boosts recovery rates and has been proven to improve clinical outcomes for patients.

“ . . prompt and appropriate care to maximise their recovery . .



## Trust ahead of the game with single sex wards

Patients at Queen's and King George Hospitals are already being cared for in single sex accommodation.

The Government announced recently that it will scrap all mixed sex wards by the end of the year - but this Trust has already done that.

Patients are nursed in bays for men or women - each with their own bathroom facilities.

The issue of privacy and dignity is so important for the Trust that it carried out major building work at King George Hospital in Goodmayes earlier this year to ensure that people did not have to share facilities with the opposite sex.

A Trust spokesperson said: "We are committed to providing every patient with single sex accommodation. It helps to safeguard their privacy and dignity when they are often at their most vulnerable."

The Government accepts that nursing men and women separately in certain specialist areas, such as Accident and Emergency and Intensive Care is not practical.

But whenever possible, we ensure that patients are not sharing a sleeping area or bathroom with the opposite gender.

The Trust carries out regular surveys to ensure that patients are being treated with dignity and are happy with the care that they receive.

## New Directors for Trust

Two new Non Executive Directors have joined the organisation.

Bill Langley and George Wood both have many years' experience with large international businesses, and have agreed a four year term with the Trust.

Chief Executive John Goulston said: "I am delighted to welcome Bill and George to the board and am very much looking forward to working with them."

# Hospital staff honoured

Top hospital staff have been honoured at the Trust's Outstanding Achievement Awards.

Staff, patients and visitors nominated staff from all departments at Queen's and King George for the gongs.

Taking the prize for Outstanding Patient Care was Janet Copp - Clinical Nurse Specialist in Haematology and Oncology.

The packed ceremony held at Queen's Hospital heard how she works tirelessly to ensure that patients are put at their ease, making herself available day and night to talk to them on the phone and allay any concerns they may have.

In the Working Smarter, Not Harder category, matrons Cathy Dunne and Pauline Osborn took top honours for developing the Virtual Ward.

The scheme helps patients either avoid admission to hospital, or to enjoy a reduced length of stay, by developing services in their own home.

Leading the trust through the swine flu pandemic won Sheila O'Mahony the Unsung Hero award.

Sheila, the Trust's Head of Infection Control, became Flu Director during the outbreak, developing and implementing a pandemic flu plan which saw both hospitals through the potential crisis.

Taking the Unsung Hero Award for the Trust's partner organisations was the security team at Queen's Hospital - employed by Sodexo.

The trained experts on the front line regularly have to deal with confrontation and difficult situations, but have built up a very strong reputation for being approachable and helpful at all times.

Porter George Chennells was named as the Employee of the Year - chosen from the Trust's 12 Employees of the Month.

Countless Accident and Emergency department staff put him forward for the honour.

Speaking at the awards ceremony John Goulston, the Trust's Chief Executive, said: "I would personally like to congratulate everyone that was nominated. You should be sure to take great pride that your work has affected someone in such a way that they felt the desire to nominate you and see you rewarded.

"Within my time at the Trust I've seen many positive changes that will take BHR forward and this can only be achieved due to your outstanding commitment and high standards. Thank you for continuing to excel."

• Pictured are the award winners with their certificates