

TRUST Matters

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• Contact us at: membership@smhp.nhs.uk • online: www.smhp.nhs.uk/trustmatters

Data system has an eye on business performance



all round intelligence

IRIS, the new Intelligent Reporting Information System, is due to be launched in April 2010

The new system goes hand in hand with the Trust's current management information system (MIS). But while MIS gives an accurate day-to-day data quality picture for teams, IRIS goes one step further and ties that into the financial management of service lines, so that

service line leaders and managers can see exactly how much their team costs to run.

Because this is a specific management tool, access to IRIS is restricted to service line leaders and managers and the Trust executive team.

The IRIS dashboard will contain activity data including Trust key performance indicators and finance data allowing users to see operational costs against income and productivity levels.

Inside:

- IRIS coming soon
- LBG practice guidelines
- NHS number
- Productive mental health wards
- Centrepiece
- NHS Professionals
- No smoking
- Jim's marathon effort
- Helping Haiti
- Great intranet sort-out
- Eating disorders awareness week
- Fundraising for Connect
- When to declare your interests
- Tales from the radio waves
- Quiz win for Finance Five

IRIS will eventually integrate with a number of key information sources for example human resources, risk management and finance, which will support the end user to craft data into a suitable format.

So far there have been two successful consultation workshops held with service line leaders and managers; one in January and the latest in February 2010.

• Continued on Page 2



From left: director of community engagement Robert Nesbitt, Stonewall's Daniel Danso and Trust chief executive Mark Halladay with the practice guidelines

Guidelines support lesbian, gay and bisexual people

The Trust's lesbian, gay and bisexual (LGB) network has drawn up new practice guidelines for supporting LGB colleagues and service users.

The guidelines advise other staff about the journey of 'coming out', self-acceptance and being accepted. They touch on how to ask service users about their sexuality and how to then build a care plan around their needs. They also examine issues of being lesbian, gay or bisexual within different faith or race communities, across different age ranges and within other health areas, such as learning disability services.

The Trust's LGB employee network group was set up as an equality and diversity group in September 2008 and includes more than 20 staff from across

Suffolk, including Ipswich, Bury St Edmunds, Newmarket and Lowestoft. The Trust achieved the status of Diversity Champion from the LGB equality charity Stonewall in 2008 and now ranks 14th out of 43 NHS organisations that take part, thanks to the work of the LGB employee group. A survey carried out within the group shows that 91% of those people asked agreed that the workplace culture of the Trust is inclusive of LGB people. A similar question asked by Stonewall as part of its Workplace Equality Index research stated the national average is 72%, with the top employers achieving 78%.

You can find the practice guidelines on the intranet and the Trust's public website.

The NHS number is now the national identifier for all patients. The NHS number is now to be used with all patient identifiable data and all processes for patient identification.

What is patient identifiable data?

Pretty much any information about the patient – this could be their name, date of birth, address, full postcode, NHS number, pictures and audio or video tapes. It can also include local patient identifiers such as their ePEX number, or anything else that may be used to identify a patient directly or indirectly. For example, if they have a rare disease or are among a small number of people who have a certain prescription, this could allow individuals to be identified.

Patient verification

All staff are now supposed to check the patient's demographics, including the NHS number before delivering any form of healthcare. This is to make sure that patients are identified correctly at all times. The patient/carer should be included in this process if they are present.

How to find a missing NHS number

It is important that the correct NHS number is located at the time of registration. The correct NHS number

Using the NHS number – What has changed?

can be found by:

- Checking with the patient's GP or referrer
- Using a smart card
- Asking the patient for their NHS number or any documentation with their NHS number (if patient is present)
- Checking that the NHS number on the system is 'verified'.

If all fails, email the information team on information.team@smhp.nhs.uk. They have processes in place to find the correct NHS number for the patient.

Use the NHS number to make sure you have the right person!

When a person appears for an appointment, or at the start of an episode of care, staff should ask them for their NHS number so that they can be sure they have the right person. People's names can be very similar, but the NHS number is personal to them – a bit like a fingerprint. When supplied, the NHS number should be used to find the person's local electronic patient record (on the ePEX, ILLY, PCMIS, JAC or DATIX systems). Once you've found

them, you should then check through their other demographic information with them – partly to check we have this up-to-date and partly to double-check that the record retrieved is theirs.

To prevent transcription errors associated with handwriting the NHS number, printed labels should be used on paper records.

The electronic record should be used as the main patient record.

Our clinical systems ePEX, ILLY, PC MIS, JAC and DATIX continue to be updated to meet these NHS number requirements.

For information about the NHS number project, visit the NHS number intranet page by clicking on the 'use the NHS number' logo on every page of the intranet.



all round intelligence

• From Page 1

Thank you to all those who attended – the IRIS development team had some useful feedback which has helped to refine the design of the dashboard.

Further workshops will be scheduled in the new few months. Please log onto the IRIS intranet page for further information, under

We would also like to set-up an IRIS user group so we can understand the needs and wants of users if you're interested



please contact Crissy Webber.

For further information about IRIS or queries please contact Crissy Webber Senior Project Manager on 01473 329537 or crissy.webber@smhp.nhs.uk

Pictured, back row from left: Matthew Ward, David Farthing, Alex Briggs, Steve Deacon, Stan Bloor, Ian Docking, Chris Hughes. Seated, from left: Lucy Holder, Sade Babalola and Crissy Webber.



Before and after. Cupboards and stock rooms have been WOWed in order to reduce the time it takes for staff to find equipment.

Programme will both WOO and WOW you

Productive mental health wards (PMHW) is a programme owned by front-line staff. It allows them to change the working practices of their wards to release time to be spent on direct patient care.

The productive mental health ward programme has four basic objectives – to improve patient safety and reliability of care, to improve the patient experience, to improve staff well-being and to improve the efficiency of care.

Eleven wards across the Trust are taking part in the initiative and are already seeing the benefits in terms of staff spending more time with service users.

The WOW factor

The biggest single kick start to the programme is the well-organised ward (WOW) module which has dramatically reduced the time staff spent running around looking for things or interrupting each other. By undertaking waste walks and using spaghetti diagrams on the ward, staff going about their usual daily routine have found it easier to identify where time and effort was being wasted and how they could make changes. Studies have now shown that staff have reduced time spent in motion from 100 minutes a shift to just 20 minutes. Becoming a WOW means more than a tidy-

up: the teams redesign rooms and cupboards on the wards and create a smart accessible storage system.

A principle called 5s is used to create a highly visible and organised working area.

Undertaking the 5s process involves:

Sort – remove unnecessary items

Set – label items and storage so items are easy to find

Shine – everything should be clean and ready to use

Standardise – ensuring a consistent approach within agreed standards and procedures

Sustain – making sure that 5s is maintained so that standards do not slip back

Being well organised is not just a tool for the ward environment. Visual management in the form of colour coded files and images for quick and easy identification and retrieval of information can be implemented in offices too, creating a well organised office (WOO).

So whether you want to WOO or WOW, the outcome is the same in that time can be released to undertake your role much more efficiently and effectively.

"It's a very visible improvement, makes things easier for everyone"

– Healthcare support worker.

"Something as easy as colour coding keys have saved valuable time during my shift"

– Staff nurse.

"It streamlines how we work and makes your job so much easier; you know exactly where everything is, instead of having to ask where to find things"

– Healthcare assistant

"I am a new staff member and was asked to go to the sluice to find something, I spotted it in two seconds – unbelievable! That never happened anywhere else including places I worked in for a long time"

– Staff nurse

Centrepiece

It's a new way of reporting incidents

A new electronic incident reporting system is coming to the Trust in the next few months.

DATIXWeb promotes the reporting of incidents by allowing anyone with access to the Trust's intranet to report directly into the system on easy-to-use web pages.

A useful feature of DATIXWeb is that the Trust has full control over the design of the new incident web forms.

This means that we have the added benefit of adding in our own criteria so that we can record the exact information that we need. The Trust's own DATIXWeb project team will be able to make those adjustments. Details of incidents will be emailed automatically to the appropriate manager, who can then log in to complete the details of the investigation and also run analyses on incidents.

DATIXWeb fully supports the Trust's risk management strategy and policy implemented from 1 April 2009, by allowing us to complete action plans and identify potential for lessons learned (learning from experience). Relevant reports and documents, such as business cases and statements, can be attached to the incident records.

This expands DATIXWeb into an electronic records management system for incidents.

Users are not required to log into DATIXWeb to be able to report an incident, however access controls may be granted to senior users within the Trust such as team leaders, managers, clinicians and directors, who are not required to carry out the investigations etc, but would like to perform reports for incidents within their area of responsibility.

The Trust's DATIXWeb's project manager is Roseanne Taherinia in the Centre for Service Excellence at St Clement's Hospital. She's on 01473 329834 or email roseanne.taherinia@smhp.nhs.uk and would be pleased to visit team to talk more about DATIXWeb – just get in touch.

Do-it-yourself assessments

We've noticed an increase in the number of workstation assessment requests that have been coming through to the risk department.

There is a self assessment tool on the intranet under the Centre for Service Excellence pages (Trust>Corporate>Centre for Service Excellence) which

you can complete and forward to your line manager for any actions. The risk management team only needs to be involved if there are specific risk issues arising from assessments. You need to consider how the workstation is set up for you especially if you 'hot desk' or job share.

In the mind of the thief

As a direct result of the recent spate of thefts that have occurred across the NHS Trusts, the security management service and the police are asking that you review the risks within your working area.

The Trust has seen 22 thefts of staff

property in the last four years, and while that number seems low, the impact it has on those affected can be quite significant.

Understanding the mindset of the thief can help you understand what you need to do to protect your property:

I know you're at work and that you like to have your handbag or jacket nearby. I just need to get into a department – someone will let me in for sure. Coffee break time, you go to make your drink... oh great, you've left your handbag or jacket unattended on the floor or the back of your chair. You come back with your drink and carry on working until it's time to go home. Meanwhile, let's take a look at what I've managed to grab: purse, cards, money, keys, phone, etc etc.

The keys are the first out of the bag. I'm scanning the car park for a car that opens when I press the button on the key – a Citroen this time.

What's inside? mainly kids' rubbish, but in the glove box – jackpot! A sat nav. Let me just plug it in have a look what address is under the home button. Eureka, you've used their home address in full.

I take a casual drive over there in your car. Happily, your housekeys are on the same keyring as your car keys.

I fill your car up with goodies from your house. The irony is not lost on me.

I offload the goodies, dump your car and I'm off.

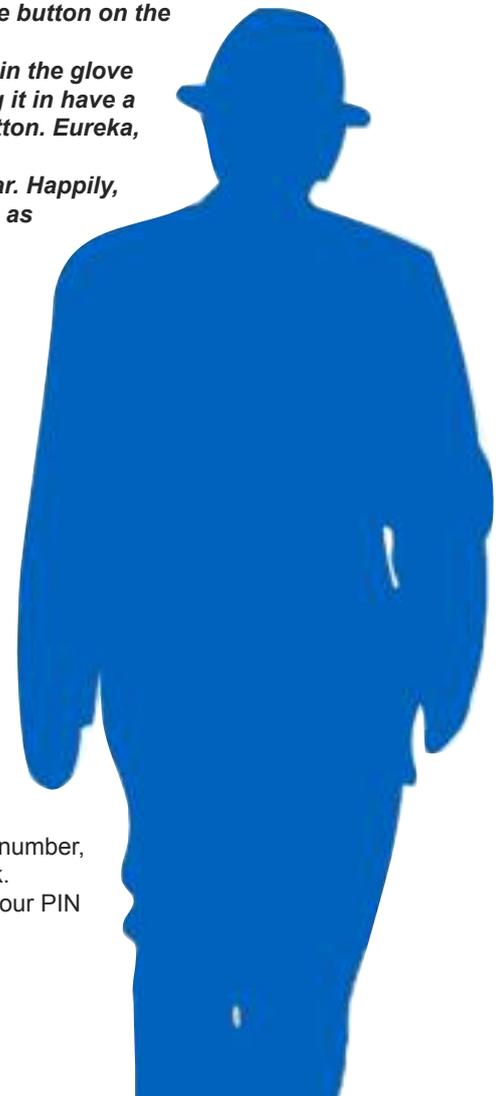
You leave to go home for the night – where's your jacket? What happened to your bag? Where's your car?

You phone the police, you notify family members.

You get home – it's empty...

Never be ashamed to challenge unfamiliar people verbally if they shouldn't be in the workplace and feel assured if you are questioned on entering new premises. Do not put yourself at risk by blocking doorways.

Never give personal or account details to anyone who contacts you unexpectedly, be suspicious even if they claim to be from your bank or the police. Ask for their phone number, check it is genuine and, if so, call them back. Be aware that your bank will never ask for your PIN or a whole security number or password. Keep your belongings secure.



Putting quality into the Quality Account

First we had the Annual Health Check. It gave Trusts common standards for measuring the effectiveness of systems and processes.

Then came Registration with the Care Quality Commission. Standards were replaced with 'Outcomes' focussed on the views and experiences of people who use our services.

We submitted our application for Registration in January and will learn how we did at the end of March.

Now we are preparing our Quality Account for 2010. The QA will summarise the quality of our existing services and what our priorities are for further improvement.

It is designed to increase our public accountability for the quality of services we provide.

We are now asking staff and service users what they think our priorities should be. Look out for a questionnaire coming your way!

Based on existing commitments, and what the consultation tells us, the Board will agree up to five priorities for the coming year. We will give regular updates



on how we are doing throughout the year.

Our partners in NHS Suffolk, NHS East of England and Suffolk LINK (Local Involvement Network) will have an opportunity to comment on the accuracy and comprehensiveness of our QA.

The whole report will be published on NHS Choices in June; you will be able to look at Quality Accounts for every Trust in England.

More information about registration and the CQC is available at www.cqc.org.uk

For more about Quality Accounts go to the Department of Health webpage at <http://www.dh.gov.uk/en/Healthcare/HighQualitycareforall/Qualityaccounts/index.htm>

You can find NHS Choices at <http://www.nhs.uk/Pages/HomePage.aspx>

Peter Short
Care Quality programme manager

Our CQC survey says...

Many thanks to everyone who took part in the Care Quality communications survey. We asked you what you thought of current communications methods and how you'd like to receive communications regarding our Care Quality Commission registration process. You told us your current understanding of the CQC and its impact on the Trust and shared your ideas for making the evidence-gathering process easier.

The results are in, and now linked from the Care Quality page on the intranet (under 'projects').

Some findings are:

- 85% of respondents know of the CQC; of these, half need to know more about the impact of CQC on them and the Trust
- Respondents rely on team meetings, briefing cascades and the Intranet for information. These are also the preferred methods for finding out about CQC.
- Those who identified themselves as main evidence gatherers rely on cascades, team meetings, the intranet and individual briefings for their information.
- Both verbal and written communications are valued; verbal communication is more strongly preferred in general.

We're now working through action plans from this survey. One initiative – the standard agenda team briefing (intranet under 'service support') – is already in place and was developed as a result of your feedback.

Clinical audits – make sure yours is registered

If you are currently carrying out a clinical audit in your service or are planning to undertake a clinical audit in the future, this should be registered with the clinical effectiveness and audit team on the registration form which can be found on the intranet.

The audit will then be entered on to the Trust wide clinical audit register on the intranet.

On completion of the audit, a letter will be sent to all clinicians who took part, stating their level of involvement. Lessons learned can be shared across service boundaries

The Trust can also monitor the extent of clinical involvement in audit.

Infection control monthly clinical audit

Twenty-eight teams/units in inpatient/assessment and treatment areas across the Trust are carrying out monthly 'hand hygiene' observations, with a Trust-wide target of 550 observations per month.

In January, a total of 256 observations were carried out in 14 wards/units. Of those 256 observations carried out, 229 people correctly washed or gelled

their hands before and after patient contact using the correct technique for both.

The Trust aims to achieve 100% return of data each month.

All data collection forms must be returned by the end of each calendar month to be included in the monthly report.

Data collection forms which received after the target date cannot be accepted for inclusion in the monthly report.

Janet Roper
Clinical effectiveness and audit team

We've made the move to...



The provision of flexible workers (excluding facilities bank staff) has now officially transferred to NHS Professionals (NHSP). NHSP is the largest provider of managed flexible services to the NHS.

The change will improve the Trust's ability to respond to service needs and temporary staffing demands.

Booking flexible workers through NHSP will reduce agency spend and provide more cost effective staffing.

What can NHSP do for me? NHS Professionals' liaison coordinator Hazel Marwa explains all

My role involves identifying and dealing with local issues between the Trust and NHS Professionals to maintain efficient service delivery. Flexible workers can call me to ask about anything. If it's something I am unable to deal with I will signpost them to the relevant department. For queries regarding payroll, bookings, web support, human resources etc, flexible workers will be signposted to our national service centres. However if their query has not been resolved or a flexible worker is not satisfied with the service they have received they can escalate such issues to me. I can also help flexible workers regarding verifying documents, support



with the substantive online process, feedback and complaints of any nature, recruitment issues or upgrading assignment codes. Ward managers can contact me regarding information on NHSP, staff upgrades, new ward set-ups, new web user set-ups, retrospective bookings queries or complaints. If you'd like to speak to me, or to make an appointment to come to see me, you can ring the office on 01473 329693 my mobile on 07920 233496, or email hazel.marwa@nhsprofessionals.nhs.uk I'm based on the first floor of the St Clement's Hospital main building in Ipswich but, because I provide onsite support throughout the Trust, I will be visiting all the sites on a regular basis.

No smoking!

Back in 2006 the Trust introduced a policy for a Smoke-Free environment with the aim of making the Trust a 'smoke free' organisation. Smoking is not permitted anywhere, at any time, on Trust premises. Over recent months, an increasing number of staff are smoking directly outside Trust premises, in particular the main entrance of the St Clement's Hospital site in Ipswich. Whilst it is appreciated that these areas are not strictly Trust premises this does not create a good impression for service users and visitors. This is a request that staff refrain from smoking directly outside entrances to any Trust premises.

Many thanks, Trust Council

Helping Haiti

Newmarket Open Door has raised over £500 to help aid relief for victims of the Haiti earthquake and is still taking more! Open Door held a weekend sale at the end of January. People donated not just money but items for sale and their time and energy. The group wish to extend thanks to those around the Trust who contributed towards this cause. If you'd like to donate money, or you would like to find out about future fundraising activities through Open Door please contact Larry Nicholas on 07986 199202.



Proud Jim takes time out from training with his children

Jim's doing it for the kids

Jim McCarthy, an enthusiastic occupational therapist from Bury St Edmunds community mental health team, will be tackling his first marathon next month to raise money for charity. He is running to raise money and awareness for UNICEF campaign Unite for Children, Unite against AIDS, which calls for the next generation to be AIDS-free. Every minute, one child dies and four children lose a parent because of AIDS-related illness. Already 15 million children have been orphaned by AIDS. Jim said: "As a dad to two young children I am particularly interested in the welfare of future generations and have

taken an interest in the work carried out by UNICEF."

Jim started running in March 2009 and has since completed a couple of half marathons.

"Although I am used to running this will be my first full marathon. My aim is to complete it in under three hours and 30 minutes! I would be really grateful for any donations. No amount is too big or too small and every penny really will make a difference to children's' lives."

Jim's marathon is in Brighton on 18 April. If you would like to support his run and donate to UNICEF you can do so by visiting www.supportunicef.org.uk/Jim_is_running_a_Marathon

The great intranet sort-out – now sorted out!

This month sees the launch of a newly organised intranet; a task which turned out to be no small effort.

The new structure was created during 'the big intranet lock-down' at the end of February and followed on from a clean-up workshop carried out by staff from various departments.

Nicola Brown, head of communications, said: "We hope that the new menu structure creates a better experience by making it easier for staff to find the information they need.

"We have also developed some guidelines to help administrators make the most out of their pages. It is important that people know when to create a page and what information to put on it".

The main structure under 'Trust' will follow that of the governance structure of the Trust, with the sub sections forming resources for individual service lines and teams to share details of their services. Work is ongoing to populate these areas with information, and teams

not represented under the heading are asked to contact Nicola so that they can have a page added.

The subsequent headings are arranged in an intuitive fashion, so that staff can easily find information which may not be as easy to find if they didn't know the service which ran them.

There is a training module on the Intranet with instructions for how to use its admin system. Each department/project should identify its own named administrator.

Eating Disorders Awareness Week highlights 21 years of change

National Eating Disorders Awareness Week last month coincided with the 21st anniversary of the national eating disorders charity b-eat.

The Trust marked the occasion by celebrating the progress of treatments for anorexia nervosa and bulimia nervosa in Suffolk over the past 21 years.

Gill Burgoyne, service line manager for the community eating disorders team, said: "Over the past 21 years I have seen changes in both the understanding of eating disorders and the treatments that are now available."

During the awareness week, staff from the Trust and from Suffolk Family Carers' mental health project – which provides support to carers of those suffering from eating disorders – updated their training in a technique called Motivational Enhancement Therapy.

Gill added: "By being collaborative in our approach, the community eating disorders team and Suffolk Family Carers will be working to the same model of care. This will help family carers to understand and be part of their loved one's treatment and recovery. The approach empowers our clients to be fully involved with their treatment, including understanding and celebrating their recoveries.

"Eating disorders are recognised more and more within the NHS in Suffolk as a very serious mental illness that people can suffer with all their lives, often with devastating physical health implications.

"Eating Disorders Awareness Week is a really important opportunity to continue getting this message out to the general public.



Gill Burgoyne

"Improving awareness about anorexia nervosa and bulimia nervosa is the key to helping teams like ours develop services and provide the best treatment and support for sufferers and their family carers."

Based in Ipswich and Bury St Edmunds, the Suffolk community eating disorders service is for adults aged 18 and over. The team is comprised of specialist nurses, psychotherapists, physiotherapists, psychiatrists, specialist dieticians and expert medical advisors who offer a range of treatment options such as talking therapies and advice. They also provide training for other healthcare professionals.

The Trust has an eating disorder service for children and young people in Suffolk through its base at Ivry Lodge in Ipswich.

Anyone who is looking for help for themselves or for others can contact the Trust's patient advice and liaison service on 0800 585544.

Mum's thanks for Connect

Foster carer Rachael McCall was so impressed with staff in the Trust's Connect team for looked-after and adopted children that she is now raising money for its work.

Rachael, a mum of three and a director of a training business, said: "The care and attention to detail from the team in Bury has been fantastic and in particular art psychotherapist Annabel Gray. The support has resulted in a hugely positive outcome for our foster child but also for us as a whole family I want to acknowledge this by dedicating some of my own family time to raising funds for the work that they do."

Rachael is organising Diva Beauty Parties throughout March and April, with pamper treatments and samples of beauty products from mother-in-law Carole McCall's Diva Stores (www.diva-stores.com).

Proceeds will go directly to Connect.

Should I declare my interests?

It's easy for staff to check whether they might need to declare an interest. Ask yourself:

- Am I, or might I be, in a position where I (or my family/friends) could gain from the connection between my private interests and my employment?
- Do I have access to information that could influence purchasing decisions?
- Could my outside interest be in any way detrimental to the NHS or to patients' interests?
- Do I have any other reason to think I may be risking a conflict of interest?

If the answer is 'yes or maybe', you must complete a simple declaration of interest form on the intranet under Find>a form. **If in doubt, declare!**

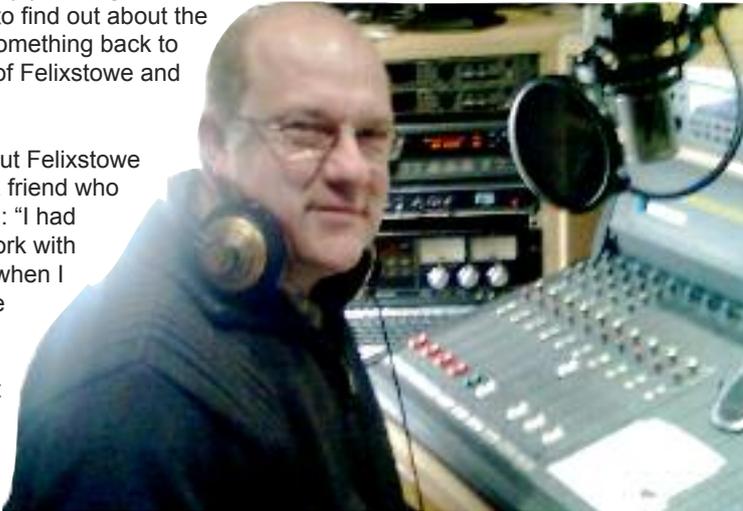
Andy's on the airwaves

Odd job man Andy Sindle has been putting aside the trolleys and the vacuums as he takes to the air waves as a radio presenter.

For his day job, Andy (pictured) works in the Trust's Hotel Services department doing several roles including porter, driver, and domestic cleaner. But on Saturday mornings from 10am to 12noon he dons the headphones to present his show on Felixstowe Radio 107.5FM.

Felixstowe Radio FM is a community station run mainly by enthusiastic volunteers such as Andy. He said: "I have longed to do something like this since my school days many years ago. I can't think of a better way to find out about the area and give something back to the community of Felixstowe and beyond."

Andy heard about Felixstowe Radio through a friend who lives in the town: "I had already done work with Hospital Radio when I heard FXR were looking for volunteers. I arranged to visit them on a Saturday and started after a 15 minute chat



with the chairman. I've now been there 18 months," he said. "I play all types of music on my show – anything from the 1930s to the present day. I give out information about what is happening in Felixstowe and Suffolk, and have a 'what in history' section for the week past".

You can listen to Felixstowe Radio on 107.5FM in Felixstowe and the surrounding areas, or online at www.felixstoweradio.co.uk

Drop Andy an email at andy@felixstoweradio.co.uk or, if you want to get involved, visit the station at Great Eastern Square in Felixstowe.



Helen Abbott tries her hand at radio presenting, with boyfriend James

Helen's bitten by radio bug

Another Felixstowe Radio presenter from the Trust is your very own Trust Matters editor Helen Abbott. She said: "I started volunteering at FXR after my boyfriend James began reading the news. In January this year we decided to start our own film review show called 'He said, She said' and now have two shows a week (Wednesday 8pm, Friday 6pm). It is fun way to give something back to the community I have been part of since I was four."

The winners: lead management accountant Brian Heath, management accountant Andy Agent, Suffolk County Council's Philippa Agent, support accountant Rupert Freeman and deputy finance director David Farthing.

Finance Five get quizzical for charity

The Trust's corporate finance team (with a little bit of help from Suffolk County Council) beat the reigning champions and 30 other teams in a charity general knowledge quiz last month. The team earned 76 points out of a



possible 100 to secure the top spot. The quiz was organised by recruitment company Pure Resourcing Solutions at the Novotel in Ipswich. The event was in aid of the children's charity EACH – East Anglian Children's Hospices – which

supports families throughout their experience of caring for children with life-threatening conditions and complex healthcare needs. This year's event raised more than £1,500 for the charity on the night.

EDITORIAL: If you would like to contribute an article (and accompanying photo) for inclusion in the next Trust Matters please email it to helen.abbott@smhp.nhs.uk

If you want to discuss ideas about potential features or make a suggestion about improving the newsletter you can also email the above address or call Helen Abbott on 01473 329700.

The deadline for the May 2010 issue is April 16th.