Summer 2017

Welcome to our latest edition of GP Matters where we focus on the Trust’s annual performance for 2016/17 along with the service provided by our recently established Ambulatory Emergency Care Unit (AECU). We give you an update on how this is working for patients and impacting on the Trust’s performance. In this edition we also touch upon:

- Updates we are making to our website, to make it more useful for you
- The Nursing Associate Training Programme – updating you on the progress of this new programme
- How you can become a guest blogger in this newsletter.

It is important that our patients experience care that is seamless across primary and secondary care, and I hope that this quarterly newsletter plays its part to ensure you are kept up to date and involved where appropriate in planning any changes. It also contains information about developments that we are particularly proud of.

Best wishes and happy reading!

Paul Tisi
Medical Director

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A great year for Bedford Hospital

Last year (2016/17) was a fantastic year for the Trust and was all down to the hard work, dedication and passion of all staff and partners. Despite one of the most challenging periods in NHS history, everyone worked together to make sure that our patients continued to receive high quality care in a safe environment.

Our Infection Prevention rates remain strong and we have finished the year in the top three hospitals in the region. Despite one of the worst winters the NHS has ever seen, our A&E department continues to be one of the top performing in the country, with 92% of our patients being seen within the four hour national target. Although we are still not quite where we would like to be we are still above the national average of 89%. This is against a backdrop of huge demand for our emergency services. In 2016/17 we saw 73,079 patients in A&E, a 5% increase from last year. This means we were seeing on average 200 patients a day, nine patients a day more than 2015/16.

Thanks to staff efforts we are one of the Trusts to successfully meet our 2016/17 planned financial control target. Our £9.8m deficit is £0.4m better than the forecast deficit plan of £10.2m (our final position has improved further to £8.3m after additional allocation of STF funding); this compares to £19.8m just two years ago. Thank you to everybody for your innovation, ideas and commitment to ensuring that the services we provide are the best value for money for the taxpayer. We know that this is just the start of and there is much more for us to achieve.

Our Infection Prevention rates remain strong and we have finished the year in the top three hospitals in the region.

Hospital acquired infections remain low and we were under our C.Diff ceiling for the year with the Trust reporting eight cases

0 hospital acquired category 4 pressure ulcers, and a reduction in category 3

This year has seen a 30% reduction in Serious Incidents, from 55 to 38
Bedford Hospital’s Ambulatory Emergency Care Unit (AECU) is now fully established with a dedicated medical, nursing and administration team along with a new permanent home. The AECU is now located on the first floor of the South Wing site next to outpatients and where the old phlebotomy area used to be. This new location makes it easier for patients to find in the hospital and provides a dedicated space allowing them to be seen in a more appropriate care setting, it also enables the Unit to have private consultation rooms available for surgical patients.

The AECU aims to provide same-day emergency care which allows appropriate adult patients to be diagnosed, treated and discharged from hospital on the same day, without the requirement for an overnight stay.

Currently the unit is seeing, on average, 217 patients a month and discharging 94% without an overnight hospital stay.

There is strong evidence that shows the AECU is having a positive impact on bed capacity and performance, helping relieve some of the strain from our already stretched A&E department. On average the AECU sees 20% of the daily A&E likely admissions and allows the A&E teams to focus on our seriously ill patients in need of immediate emergency treatment, and possible admission to hospital.

The AECU has also had a positive impact on patient experience as it offers patients a wider choice and greater control over their care, hopefully avoiding unnecessary hospital stays and the anxieties that are associated with this. Patients have told us how much they appreciate the unit with 100% saying they would recommend it to their friends and family.

Over the next few months it is planned that the AECU will deliver a 7-day service, increase the number of patients seen in the Unit to an average of 30 a day and work with the surgical teams to develop an emergency pathway for surgical ambulatory patients.

Bedford Hospital's AECU is currently open **Monday- Friday between 9am and 9pm** and can be contacted via the hospital switchboard on 01234 355122 and use extension **6331 or 6337**
# Overview of local hospital’s profiles as at 6 June 2017

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Contact Details</th>
<th>NHS Choices users rating</th>
<th>Care Quality Commission inspection ratings</th>
<th>Recommended by staff</th>
<th>Mortality rate</th>
<th>Food: Choice and Quality</th>
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<tbody>
<tr>
<td>Bedford Hospital South Wing</td>
<td>Tel: 01234 355 122 South Wing Kempston Road Bedford Bedfordshire MK42 9DJ</td>
<td>★★★☆☆</td>
<td>Requires Improvement <a href="#">Visit CQC profile</a></td>
<td>OK</td>
<td>Requires Improvement with a value of 78%</td>
<td>OK</td>
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<tr>
<td>Milton Keynes Hospital</td>
<td>Tel: 01908 660033 Standing Way Eaglestone Milton Keynes Buckinghamshire MK6 5LD</td>
<td>★★★☆★</td>
<td>Good <a href="#">Visit CQC profile</a></td>
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<td>Requires Improvement with a value of 64%</td>
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<tr>
<td>Luton and Dunstable Hospital</td>
<td>Tel: 01582 491166 The L&amp;D Hospital NHS Foundation Trust Lewsey Road Luton Bedfordshire LU4 0DZ</td>
<td>★★★☆★</td>
<td>Good <a href="#">Visit CQC profile</a></td>
<td>OK</td>
<td>Requires Improvement with a value of 72%</td>
<td>OK</td>
</tr>
<tr>
<td>Lister Hospital</td>
<td>Tel: 01438 314333 Coreys Mill Lane Stevenage Hertfordshire SG1 4AB</td>
<td>★★★☆★</td>
<td>Requires Improvement <a href="#">Visit CQC profile</a></td>
<td>OK</td>
<td>Requires Improvement with a value of 67%</td>
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The new Nursing Associate Training Programme which will train over 40 Nursing Associates to support healthcare in Bedfordshire has officially launched with trainees starting their course in April.

The Nursing Associate Trainees is a new member of the nursing family and part of the plan to expand and diversify the NHS workforce. The trainees will be highly trained and work alongside Clinical Support Workers (CSW) under the supervision of a registered Nurse to deliver hands-on patient care.

Bedford Hospital NHS Trust will lead the partnership with a number of organisations such as: University of Bedfordshire, Luton and Dunstable Hospital, East London Foundation Trust and Cambridge Community Services NHS Trust to deliver this two year groundbreaking training programme.

The trainees marked the start of their training at a special launch event back in April at the University of Bedfordshire’s Luton campus and all are settling into their course and placements very well.

What our trainees think

Clare Alden-Salter, a Clinical Support Worker from Bedford Hospital said, “This training programme is a dream come true for me. I’m really looking forward to learning and maintaining my passion in delivering high quality care to patients at their bedside.”

Tony Fontenelle – Learning Disability Liaison Support Worker at Bedford Hospital also said, “After 17 years of working for the NHS in a variety of roles it feels fantastic to finally be pursuing my dream of become a Nurse. I never thought that this opportunity would arise and I cannot wait to start learning and developing new skills to enhance the care I provide to my patients.”
Consultant Changes

The following consultants have joined the Trust since February 2017

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Title</th>
<th>First name</th>
<th>Surname</th>
<th>Email address</th>
<th>Contact number</th>
<th>Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Surgery</td>
<td>Mr Yuksel</td>
<td>Yuksel</td>
<td>Gercek</td>
<td><a href="mailto:yuksel.gercek@bedfordhospital.nhs.uk">yuksel.gercek@bedfordhospital.nhs.uk</a></td>
<td>Ext 2199</td>
<td>Fiona Smart</td>
</tr>
<tr>
<td>General Surgery (Locum)</td>
<td>Mr Kanapathi</td>
<td>Kanapathi</td>
<td>Rajaratnam</td>
<td><a href="mailto:kanapathi.rajaratnam@bedfordhospital.nhs.uk">kanapathi.rajaratnam@bedfordhospital.nhs.uk</a></td>
<td>Ext 2195</td>
<td>Emma Hedge</td>
</tr>
<tr>
<td>Plastic Surgery</td>
<td>Mr Sandip</td>
<td>Sandip</td>
<td>Hindocha</td>
<td><a href="mailto:sandip.hindocha@bedfordhospital.nhs.uk">sandip.hindocha@bedfordhospital.nhs.uk</a></td>
<td>Ext 2881</td>
<td>Various</td>
</tr>
<tr>
<td>Plastic Surgery (Locum)</td>
<td>Mr Omar</td>
<td>Omar</td>
<td>Tillo</td>
<td><a href="mailto:Omar.tillo@bedfordhospital.nhs.uk">Omar.tillo@bedfordhospital.nhs.uk</a></td>
<td>Ext 2881</td>
<td>Various</td>
</tr>
<tr>
<td>Paediatrics</td>
<td>Dr Arunkumar</td>
<td>Arunkumar</td>
<td>Kuppuswamy</td>
<td><a href="mailto:arunkumar.kuppuswamy@bedfordhospital.nhs.uk">arunkumar.kuppuswamy@bedfordhospital.nhs.uk</a></td>
<td>Ext 5734</td>
<td>Deborah Woolmer</td>
</tr>
<tr>
<td>Palliative Care</td>
<td>Dr Tejal</td>
<td>Tejal</td>
<td>Shah</td>
<td><a href="mailto:tejal.shah@bedfordhospital.nhs.uk">tejal.shah@bedfordhospital.nhs.uk</a></td>
<td>Ext 2296</td>
<td>Lynn Mabberley</td>
</tr>
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The following consultants have retired or left the Trust since February 2017

<table>
<thead>
<tr>
<th>Doctor</th>
<th>Name</th>
<th>Specialty</th>
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</thead>
<tbody>
<tr>
<td>Dr</td>
<td>Mya Yee</td>
<td>Consultant Paediatrician</td>
</tr>
<tr>
<td>Dr</td>
<td>Ramesh Mehta</td>
<td>Consultant Paediatrician</td>
</tr>
<tr>
<td>Dr</td>
<td>Wing Liu</td>
<td>Consultant Anaesthetics</td>
</tr>
<tr>
<td>Dr</td>
<td>Jonathan Wilson</td>
<td>Consultant Anaesthetics</td>
</tr>
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</table>
Website
We are currently undertaking a six month project to redevelop and improve the Trust's website. We have been listening carefully to feedback received and are working hard to address all issues raised. Our GP colleagues have told us the issues they have with accessing consultant details and services information on the website which we are currently prioritising to redevelop. We are aiming for this particular section of the website to be complete by the end of July 2017, making it easier for GPs to navigate around and find the information they require. Extended thanks for your patience during this time.

Pharmacy redevelopment
Bedford Hospital pharmacy has now been redeveloped as part of a major transformation project, which also included a new IT system, automation for Controlled Drugs, replacement pharmacy robot and a prescription tracking system to keep patients and hospital staff better informed about waiting times for medicines. This will ensure that the hospital meets the national best practice for Pharmacy.

New play area in Riverbank Ward
Our play area in Riverbank Ward will be redeveloped to provide improved facilities for our young patients and better meet their health care needs. £30k is required for this project and we are delighted and grateful to have received donations towards this amount from a number of individuals and organisations. It is expected the work will start on the new play area in the autumn.

Would you like to contribute to this newsletter?
If you would like to be a guest blogger in our GP Matters Newsletter, we would love to hear from you! Is there something you think your Bedfordshire GP colleagues would be particularly interested in reading about? Let us know by contacting communications@bedfordhospital.nhs.uk or calling 01234 792627 / 792687.
Friends of Bedford Hospital raise funds for A&E equipment

After a successful fundraising campaign, the Friends of Bedford Hospital Charity purchased two new state of the art ventilators for Bedford Hospital’s Accident and Emergency department.

The addition of such ventilators is hugely beneficial to patients, particularly amongst the elderly and those short of breath. Having such easy access to them in the A&E department will also relieve pressure on staff and increase the efficiency on how patients are treated in the unit.

Felicity Scott, Chair of the Friends of Bedford Hospital said, “The charity feels privileged to have worked towards such a worthwhile goal.”

Dr Stuart Lloyd, A&E Consultant at Bedford Hospital said, "I’d like to thank the Friends of Bedford Hospital and all those who donated, for making it possible for us to buy these vital pieces of equipment which are now in use and making a great difference to the patients we treat.”