Trust News
Bedford Hospital’s magazine for staff and patients Issue 01 Summer 2017

FOCUS on Maternity
Find out more about our fantastic facilities in our maternity unit

PLUS spotlight on the Executive Team, service developments

Find out about events in Bedford
Great Ouse Primary Academy is a school that thinks and dreams big for its pupils. Expectations are high for all who make up the Great Ouse Primary Academy community. Brand new building and facilities to enable children to flourish within and beyond the school walls. We have high expectations of children for their academic achievement, behaviour, attendance and participation.

- We are committed to developing learners who are resilient, learners who are focused and learners who are aspirational in their goals.
- We expect that every child and young person at Great Ouse Primary Academy should be able to access the best teaching; academic subjects, pastoral care, sports, music, art and drama will all have an important place, helping to build confidence, skills and a spirit of endeavour and co-operation.

Admissions for Pre-School, Reception, Year 1 and Year 2 now being taken for September 2017 via www.greatouseprimary.co.uk

Contact: tmcdonagh@sharnbrook.beds.sch.uk, alternatively call 01234 782211 x6609
Welcome to the first edition of Trust News – a new quarterly magazine for our staff and patients that we hope you fully enjoy.

It’s important our staff and patients are informed about what is happening around the hospital including the great work that is taking place throughout different areas which you may not immediately be aware. Therefore, we hope this magazine provides an opportunity to highlight this work.

Within this edition we shine the spotlight on our maternity department, highlighting the fantastic facilities on offer to women choosing to give birth here. We have a wonderful maternity unit at Bedford with a team of dedicated midwives where excellent patient care is at the heart of everything they do.

In order to deliver the best care to our patients and provide the best support to our colleagues, we have to take care of ourselves which is why the Trust Board are committed to ensuring we are doing all we can to support our staff.

Despite its many achievements the NHS can be a challenging environment with a number of operational pressures – Bedford Hospital is no different. Despite these pressures, we have made good progress this past year with a number of service developments and new initiatives that we believe will improve staff’s working lives and patient experience. We talk more in detail about these developments on pages 18 and 19.

Along with telling you more about the hospital’s Executive Team and the work of the two hospital charities, this edition also provides you with information and an update on the Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Plan (BLMK STP). Bedford Hospital has a strong local reputation for quality care and we are keen to keep everyone up to date on all developments and improvements within and associated with the hospital.

Happy reading!

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Bedford Hospital
What we are trying to achieve by having a Sustainable Transformation Partnership (STP)

As with many areas of the country, the Bedford, Luton and Milton Keynes (BLMK) health economy is facing a number of challenges. We have a growing population which is also getting older. More people are living with long term health challenges, such as diabetes and arthritis, which cannot be cured but can be effectively managed. The quality of care that people receive and also their general health and wellbeing vary across BLMK. We are also facing workforce challenges and significant financial pressures.

The BLMK plan has brought together 16 partners to look collectively at how we can break down the boundaries between our local health and social care systems, address problems that threaten our quality and financial viability; and develop ideas and priorities to transform local services. This includes a shared vision for the future of local health and care services. This vision is grounded in an honest assessment of the effectiveness, fitness for purpose and affordability of existing services.

The ‘triple aim’, as set out in NHS England’s Five Year Forward View, highlights three key areas where we can focus our collective effort. In developing our plans to work together and work differently, we will need to show how our plans improve the quality of care we provide, the health and wellbeing of local people and how we can afford to do this with the funds available to us.

Realigning the system to help us achieve our aims

We need to develop a model which will help us achieve this aim, organising ourselves so that we are thinking more about health and quality of care. We need to evolve and improve existing arrangements to collaborate better across the health and care system. To do this, we are seeking to create a single system that is designed around the needs of individuals, that removes organisational barriers and that works in partnership across the whole of Bedfordshire, Luton and Milton Keynes so that we provide the best possible health and wellbeing outcomes for our communities, with the resources available to us.

In March 2017, the BLMK STP team held a series of events and an online survey to find out what was important to the local public and health and social care staff when considering any changes that might be made to local health and care services within this region. This recognised that change would need to take place both in and out of hospital and was based on early clinical discussions around areas of focus and change might be needed to provide high quality, sustainable hospital-based care for local people.

A summary report titled ‘What we’ve heard so far’, based on over 1000 views gathered at a variety of staff and public engagement events and via an online questionnaire is now available and can be downloaded from www.blmkstp.co.uk. Thank you to all staff and the local public who have contributed to this report by providing your feedback and comments at the number of public and staff roadshows that took place in March.

For further information on the BLMK STP and ways to get involved, please visit www.blmkstp.co.uk

The next steps in the process for the Sustainability and Transformation Plan are outlined below. The specific timings for these phases are currently being reviewed and further information will be published as soon as it is available.
The Trust continues to recruit a variety of colleagues across all of its functions. A selection of recent highlights includes:

We will continue with some exciting and innovative ways to encourage more individuals to choose Bedford Hospital as their employer of choice over the next few months.

As part of the Health Education England workforce scheme, twenty one of our Clinical Support Workers have now started a two year foundation course to qualify as a Nursing Associate. Combining working within their wards with academic studies at the University of Bedfordshire and regular placements in other health and social care settings, it is fantastic that Bedford Hospital, alongside our local partners in the region were chosen as one of the small number of fast follower sites nationwide to deliver this scheme.

We could not deliver the services that we do if it was not for the fantastic dedication of our Clinical Support Workers (CSW’s). Working underneath our registered nurses, CSW’s play a vital role in supporting patients on all of our wards. Following a targeted recruitment campaign in late February we have welcomed 20 new Clinical Support Workers in April. Like our new European Nurses, our new recruits underwent a dedicated two-week induction course preparing them for life on our wards.

March also saw the Trust welcome 9 newly qualified nurses, all of whom have successfully graduated and have chosen Bedford Hospital as their preferred Trist to hopefully begin a long and rewarding career as a nurse in the NHS.

From our local and national advertising, we have welcomed new colleagues across all of our wards since the start of 2017.

Working at Bedford Hospital NHS Trust

As demonstrated in our recruitment update, there are a variety of opportunities to work at Bedford hospital in all manner of disciplines. We not only need dedicated clinical staff and CSW’s but also seek fantastic people experienced in non-clinical areas through to Domestic Services.

We offer a range of employment options, not just permanent placements.

Many of our staff enjoy the flexibility of registering with and working via our ‘bank’. This allow you the opportunity to decide as and when you want to work. You can pick shifts which fit in with your other commitments, get weekly pay and have access to the NHS Pension Scheme.

An even further benefit – you can still be a permanent employee with the hospital and work on the bank as well, allowing you to top up your income or experience working in a different ward.

Working on our bank offers wonderful flexibility for local residents to not only work at a great place but give back to their community!

If you would like to know more we would love to hear from you.

In the first instance, please email recruitment&resourcing@bedfordhospital.nhs.uk quoting the reference TRUST1 and a member of the permanent or bank team will contact you.
Bedford Hospital NHS Trust is delighted to announce that one of our retired consultants, Dr Ramesh Mehta, has been recognised in the Queen’s Birthday Honours List announced on 16 June 2017 with an appointment of the officer of the Order of British Empire (OBE) for services to the NHS.

Dr Mehta, until his recent retirement, served as a consultant and lead Paediatrician at the Trust and provided exemplary services to the NHS, spanning over thirty years.

His professional leadership as a Paediatrician has helped modernise local and regional Child Health services. He has influenced policy making decisions regarding the health care of children nationally. His various roles have included Chairman for the East of England Paediatric Development Group, Council member for the Royal College of Paediatrics and Child Health, Vice Chair for MRCPCH part 2 Examination Board, Member of the standards setting group in paediatrics & neonatology of General Medical Council and Reviewer for Health Care Commission. Dr Mehta has contributed significantly at national level on issues related to supporting equality and diversity for NHS professionals.

His passion to promote professional excellence and leadership, particularly within ethnic minority groups, led him to create a new voluntary body in 1996, The British Association of Physicians of Indian Origin (BAPIO). It has become the most influential national organisation of BME Doctors.

Commenting on this recognition, Dr Mehta said, ‘I am grateful for such recognition and share the achievement with all my colleagues, friends and family members who have supported me for the years.’

Stephen Conroy, Chief Executive of Bedford Hospital said, “This recognition to Dr Mehta is thoroughly deserved. His contribution not only to our hospital but to health care in general is extremely appreciated and he remains a well-respected figure amongst his previous colleagues and health care professionals, a true role model. I am incredibly thrilled that Dr Mehta has been recognised in this way and I send warm congratulations to him on behalf of everyone at Bedford Hospital.”

Further background info on Dr Mehta:

• Dr Mehta has never hesitated to challenge unfair practices within the NHS. He successfully led the legal battle against the Department of Health and the Home Office to change discriminating laws affecting Doctors in training. He also led the judicial review regarding differential attainment of BME Doctors against the Royal College of General Practitioners and the General Medical Council. This has resulted in all the Medical establishments reviewing their practices. He has personally helped hundreds of individual doctors by providing guidance on career progression. Dr Mehta has taken keen interest in medical education and training and is the Asia lead for international exams of the Royal Collage of Paediatrics and Child Health.

• Dr Mehta is a recipient of several awards including the prestigious National Clinical Excellence Awards. He was Health Service Journal (HSJ) top 50 BME leaders in the NHS for 2 consecutive years in 2013 and 2014. He was also HSJ top 100 clinical Leaders in the NHS in 2014. He has been awarded Honorary Fellowship of the Royal Collage of Paediatrics and Child Health.
A focus on Maternity

Are you pregnant or looking to have a baby? Our team of friendly, highly trained and approachable consultants, midwives and maternity care assistants are on hand to provide high quality levels of care in a modern, homely and relaxing environment.

The maternity services at Bedford Hospital are located in Cygnet Wing, our dedicated Women and Children’s unit. Our friendly midwifery and obstetric team are always on hand to ensure our patients always have the best possible experience before, during and after pregnancy.

We provide high-quality maternity care for around 3000 women every year – but we know that having a baby is a unique and highly personal experience for everyone.

We take great pride in supporting individual choice and providing the highest standard of care for women and their families. The unit has facilities to support both high and low risk pregnancies with a midwifery led delivery suite as well as a consultant led suite.

Shirley Jones, Head of Midwifery said ‘We have spent a lot of time over the last few years designing our maternity services around what new parents told us they wanted to experience when coming to a maternity department. We provide high-quality maternity care in a modern, relaxing and home-from-home environment and our midwifery team are always on hand to support your physical and mental well-being before, during and after pregnancy.

‘We know that for new-parents this is one of the most exciting periods of their lives, and we want to ensure that everybody coming to Bedford Hospital has a positive experience that they will remember forever. We are always listening to our patients and make a special effort to ensure that we take into account your individual worries, anxieties and requests to develop an individual pregnancy and birthing plan that meets your specific needs.

‘Because of our commitment to improving services we can now offer a range of unique and rare services that can help support you before, during and after your pregnancy.’

Acorn Suite

The Acorn Suite (pictured below left) is Bedford Hospital’s midwife-led birthing unit which provides women with additional birthing options.

The suite is organised and run by midwives and offers low risk women, midwife-led care, home-from-home surroundings, the latest birthing aids to encourage active birth, birthing pools and early discharge home following delivery. The aim is to offer ‘one to one’ care designed to suit each parent’s requirements throughout labour, during birth and in the immediate post-natal period.

The suite has two birthing rooms, both equipped with birthing pools and en-suite facilities. The birthing rooms have been specifically designed to provide a relaxed, comfortable environment that will encourage and facilitate a natural birth. The emphasis of the Acorn Suite is on the use of water and mobility during labour. Bean bags, cushions and floor mats will all be available in the room.
to help you to stay relaxed, comfortable and active during labour.

The Acorn Suite offers women midwife led care and a natural birthing environment in a hospital setting where women can remain relaxed, upright and mobile during labour, helping them to achieve a more natural birth with the peace of mind of knowing that swift access to medical care is available if needed. It is suitable for use by women who go into labour between 37 and 42 weeks of pregnancy, are in good health, have an uncomplicated medical and obstetric history and do not wish to have an epidural during labour.

Delivery suite

In addition to our midwife led unit we also offer a consultant led delivery option, the delivery suite offers women who suffer from any health complications, or have risk-factors in their pregnancy the opportunity to be supported by a team of consultants and midwives. The suite has eight en-suite delivery rooms and a birthing pool. Each delivery room contains a specialised multi-positional birthing bed and armchair and we have a large supply of birthing balls and bean bags to aid comfort throughout labour and promote an active birth.

We have our own dedicated Operating Theatre and Recovery, and anaesthetic doctors are on call 24 hours to provide epidurals for women who choose them for labour.

Community midwives

We provide a community midwifery service that provides antenatal, intrapartum, and postnatal care for all women that deliver in Bedford and some women who deliver out of area, as well as a home birth service.

We have 6 teams of community midwives that are comprised of 5-6 midwives in each. Covering approximately 42 GP surgeries across Bedford Borough and Bedford Central, also including local Children’s Centres for women to ‘drop in’. We have a current home birth rate of 2-3% annually. Our community midwifery teams are committed to providing high quality care in the low risk environment, and would welcome the opportunity to support you in your birthing choices.

Vaginal Birth after Caesarean Section

Our midwives understand that providing choice for new parents is extremely important. Women who have had a previous caesarean section will be given the opportunity to consider a natural birth if there are no contraindications. 75% of women who attempt a vaginal birth after caesarean section will be give birth successfully without any complications.

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Our consultants and midwives run group sessions for women who have previously given birth via a caesarean section the opportunity to come and talk about their experiences and discuss their next mode of delivery.

Listening service

At Bedford we understand that many new parents have a lot of questions about what happened during pregnancy and labour as well as what will happen after birth. Our midwives provide a listening service that offers new parents the chance to talk about and reflect upon their birth experience.

The service is open to both mum and dad and helps new parents make sense of what happened and ask any questions they have, it may also help you to prepare and plan for future pregnancies by talking through your previous birth experiences.

The listening service is a private one hour session, run at the convenience of the patients that allows new parents to talk about their feelings in a comfortable, private and safe environment.
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**Infant Feeding Support**

Bedford Hospital has been awarded Baby Friendly Accreditation by UNICEF for excellence in supporting parents with infant feeding.

Our midwives will take the time to talk you through your feeding options, explaining about the value of breastfeeding and how to get it off to the best start. We understand that feeding is not just about nutrition but also about nurture and how important it is to develop the relationship between parent and baby in those first few days. We encourage skin to skin contact, not only for initiating feeding but as the perfect way to say ‘hello’ to your new baby. We will support you to recognise that your baby is feeding effectively and provide advice to help you with your feeding journey.

We have a designated infant feeding team who are available to support you should you run into problems in the early days and we work closely with the Community and Health Visiting Teams to ensure you are able to access the support when you need it.

**Tongue Tie Clinic**

We recognise some babies with tongue ties can breastfeed perfectly whilst others may have more difficulties. Staff are trained to actively support breastfeeding mothers and if it is felt the presence of the tie is impacting on feeding, a referral can be undertaken for a review and if appropriate a release, at the Midwife Led Tongue Tie clinic. We also work collaboratively with our Oral Maxilla Facial department who also undertake tongue tie releases.

**Butterfly Suite and Family In Need Midwives**

We know that not every birth goes to plan, in the event of any complications we have a specialised team of family in need midwives who are on hand to look after and support you through this difficult time in a purpose-built, private environment.

The butterfly suite (pictured below) is a private space for families who need some extra privacy and time alone after a difficult birth. The room is a warm, comforting environment with soft furnishings, tea and coffee making facilities, colourful artwork and an en-suite shower and toilet, designed to make it feel like a home, rather than a clinical space. The private room allows families to be together in a peaceful and relaxing environment for as long as they wish, and we hope that this helps families who have experienced a traumatic birth.
During the course of every day in Bedford Hospital, the great majority of visitors and the staff working there will either benefit from, or use during their working day, or see a facility or piece of equipment, that has been funded by the local community’s magnificent support of The Bedford Hospitals Charity.

The Bedford Hospitals Charity exists to ‘make a difference for patients and carers’ and since being formed in 1988 it has raised more than £9 million to make that difference. Money has been raised and contributed by individuals, local groups, organisations and businesses, members of HM Forces, local charitable trusts and by people very kindly remembering others when making their wills.

From first setting out to raise the money to refurbish the Student Nurses Home at Bedford Hospital South Wing, the Charity moved on to much greater things, including the supply of an MRI Scanner and some years later launched its Primrose Appeal and raised £2.35 million to build the new Macmillan Primrose Oncology Unit which opened 2004.

More recently, special appeals have financed amongst other things, advanced cancer screening equipment in the Endoscopy Department (£400K), refurbishment of the Cygnet Wing (£200K), new Gamma Camera facilities in the X-Ray Department (£600K), and with work completed in 2016, improved cancer services within the hospital (£750K).

Some patients of the Oncology Unit need to go to Addenbrookes Hospital, Cambridge, for radiotherapy treatment, usually five days a week. In 2006, and at the suggestion of the late Mrs Jean Beeden, the Bedford Hospitals Charity launched the Primrose Car Service whereby 25 volunteer drivers and with Delphi Ellis as co-ordinator, take patients to Cambridge in a fleet of four Vauxhall Zafira cars, one of which is donated by Vauxhall Cars Ltd.

The Primrose Car Service is believed to be unique in the UK and was awarded The Queens’ Award for Voluntary Service in 2014. Three new cars are now needed and our current Primrose Car Appeal is to raise £50,000 to provide those three new cars.

Stop Press
The Tuesday Stall and the Hospital Shop are now selling ‘Happy Harry Hedgehog’ a children’s book written by Dennis Horwood, a former volunteer at the hospital, and David Simms of the hospital staff. A price of only £3.95 includes a £1 donation to the Charity from each sale.

Changes in leadership
Following the death of Jayne beard in June 2016, Vice Chair Gordon Beeden became Interim Chair of the Charity. Jayne made significant contributions to the Hospital during her tenure of office, including leading the Gamma Plus Appeal for a gamma camera with CT combined, and the Challenge Cancer Appeal to raise £750,000 to improve cancer services.

As from May 2017, the new chair will be Debbie Inskip and Vice Chair Dr Rob Oakley. Debbie is well known in the community as a former High Sheriff of Bedfordshire and Rob was Consultant radiologist in the Hospital. The new team look forward to carrying on supporting the Hospital in years to come.

Information about the Charity is available from the website at www.bedfordhospitalcharity.org.uk. Our Facebook page includes up to date pictures and information about events at www.facebook.com/bedfordhospitalscharity.

What is the Bedford Hospitals Charity?

Future Events

Every day - Bookstall in Outpatients

Every Tuesday - The Tuesday Stall outside The Swannery

4th November Fireworks Ball at Sharnbrook Hotel

6th-10th December Bedford Hospitals Charity Christmas Tree Festival in St Paul’s Church, Bedford

www.bedfordhospital.nhs.uk
**A Charity Supporting Everyone in Need**

ACCM (UK) is an established and successful organisation providing services within the Bedfordshire and surrounding areas since 2008 including improving the health and wellbeing of the Black, Asian and Minority Ethnic (BAME) and other vulnerable communities in Bedford. Also, tackling and supporting victims or those at risk of illegal harmful traditional practices, including female genital mutilation (FGM), forced marriage (FM), honour based violence (HBV) and domestic violence (DV) that are often hidden and culturally sensitive.

Do you or someone you know suffer from depression or mental health?

Are you a victim of violence, female genital mutilation, forced marriage or honour based violence?

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The Friends of Bedford Hospital are raising funds for urgently-needed replacement of the children’s courtyard play area accessed through Riverbank (Children’s and Teenagers’) Ward at Bedford Hospital.

The existing play area is now 20 years old and no longer meets current safety standards. Its surface is deteriorating and it is arranged on several levels, allowing young children to trip and fall. It can be seen from the corridor leading from Main Reception towards the children’s wing and eye clinic.

The new play area (shown here) will be all on one soft-surfaced level. Its central feature will be a multiple safe play installation, with a marked “road” running around it, on which children can pedal cars and tricycles. Around the edges there will be seats for carers and activities for older children.

This play area will provide a vital part of the young patients’ recovery as they begin to regain fitness and confidence. It will offer a much-needed break from the Ward and the opportunity for the children and their carers to relax out in the fresh air. It will also help to entertain visiting brothers and sisters.

We have raised £15,000 and need another £5,000 for work to begin. Ideally it will be completed by this summer so that the children can benefit from sunny days outside.

If you can help, please phone the Friends of Bedford Hospital on 01234-359716 for more information. We will be very grateful for donations of money, or of bric-a-brac to sell on our stall in the Hospital. DVDs, paperbacks, greetings cards, toys, unwanted gifts, costume jewellery and small ornaments or household items are particularly useful.

Cheques addressed to “The Friends of Bedford Hospital” may be sent to: 186 Kimbolton Road, Bedford MK41 8DW.

Donations of money will be gratefully received by Riverbank Ward, Bedford Hospital, Kempston Road, Bedford MK42 9DJ. There is also a Friends’ collecting box by the till in the Swannery restaurant. All contributions will go towards Riverbank Play Area.

Every penny helps!

Felicity Scott, Chairman of The Friends of Bedford Hospital
A national scientific study led by two Bedford Hospital and Cambridge University Hospital Oncologists has profoundly reduced the painful nail damage caused by one of the most commonly used chemotherapy drugs.

Dr Robert Thomas and Dr Sarah Smith led this study with the help of The National Cancer Research Clinical Trials Development Committee, advisors from the Department of Biological Science at Coventry University and independent statisticians, ensuring it had the highest possible scientific design. It was independently audited to comply with good clinical practice guidelines and Cambridge University Central Research Ethics Committee approval.

The study recruited for two years at The Primrose Unit in Bedford Hospital (one of the Cambridge University affiliated Hospitals). Sixty men and women receiving chemotherapy for breast or prostate cancer were randomised to apply either a simple petroleum based moisturising balm to their nail beds three times a day or a balm which exploited the natural properties of plant-based waxes and extracted essential oils. The health of the nails was measured by four independent tools and none of the patients, doctors, research team or statistician knew which balm was assigned to which participant.

In all but two of the 30 patients in the plant balm cohort, there was virtually no nail damage compared to more than half suffering significant damage and distress in the simple petroleum based moisturising balm group. The rich essential oils and plant-based waxes in the nail bed balm profoundly reduced chemotherapy related nail damage and improved nail related quality of life compared to the plain petroleum based balm. The 180 fold improvement in nail related quality of life will be welcomed by patients suffering this unwelcome toxicity which would otherwise significantly affect up to half of people receiving chemotherapy.

Commenting on this study, Dr Thomas, Oncologist said, “This trial confirms natural plant chemicals still have a helpful role in modern medicine – we have to keep looking.”

Dr Sarah Smith, Oncologist also commented, “We take toxicity very seriously - this trial confirms patients journey through cancer treatments can still be improved.”

Further information on this ground-breaking trial, background, protocol, design, rationale and the ASCO abstract see: www.cancernet.co.uk/polybalm.htm
Spotlight on the Executive Team and our annual performance

Each edition we will put the spotlight on a department or team to find out more about what they do and their responsibilities within the Trust. In this edition we put the spotlight on our Executive Team which is made up of our:

- Chief Executive
- Medical Director
- Chief Operating Officer
- Director of Nursing and Patient Services
- Director of Finance and Performance
- Director of Workforce and Organisational Development

Stephen Conroy, Chief Executive

Stephen is overall accountable officer for the Trust. Stephen was appointed as substantive Chief Executive in January 2014, having been Acting Chief Executive from March 2013. He originally joined the Trust in 2011 as Director of Strategy and Service Development.

Oonagh Monkhouse, Director of Workforce and Organisational Development

Oonagh Monkhouse joined the Trust in March 2016. Oonagh was previously the Deputy Director of Workforce at Cambridge University Teaching Hospitals, where she undertook a number of senior Human Resources role including an 11 month period as the interim Executive Director of Workforce during her 19 years with the Trust.

Paul Tisi, Consultant Vascular Surgeon

Mr. Paul Tisi is a Consultant Vascular Surgeon and was appointed as the Trust’s Medical Director in August 2016, where he previously held the post as Divisional Medical Director for Planned Care. Mr. Tisi still holds clinics in addition to his role on the Executive Board at Bedford Hospital. His clinical interests are focused mainly on venous disease- diagnosis (ultrasound) and treatment of varicose veins and leg ulcers using modern less invasive techniques.

Tracey Brigstock, Acting Director of Nursing and Patient Services

Tracey was appointed as Acting Director of Nursing and Patient Services in November 2016, following a previous 3-month period in the role earlier that year. She joined the Trust in December 2012 as Deputy Director of Nursing and Patient Services, having joined the Trust from Sherwood Forest Hospitals NHS Trust.

Damian Reid, Director of Finance and Performance

Damian was a Director of Finance at Cambridgeshire Community Services NHS Trust and more recently at Southport and Ormskirk Hospital NHS Trust. Between 2004 and 2008, Damian worked with the NHS Foundation Trust regulator Monitor and NHS London, supporting acute and mental health trusts that were applying to become foundation trusts.

The Chief Executive is the accountable officer and the Executive Directors are responsible for the day to day management of their respective corporate departments.

Clinical services are led by Divisional Directors who are responsible to the Chief Executive via the Chief Operating Officer. Other senior posts accountable to the Chief Operating Officer within each clinical directorate are Divisional Medical Directors and Operational Directors.
The Executive Team are incredibly proud to announce that 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.

Despite one of the most challenging periods in NHS history the Executive Team is so proud of the way everyone has worked together to make sure that our patients continue 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.

Karen Ward, Chief Operating Officer

Karen previously worked at Luton and Dunstable University Foundation Trust for 12 years, the last three years as Director of Operations. She trained as a Registered General Nurse qualifying in 1985, working mainly in medical specialities and cardiology. Karen discovered health service management in the early 1990’s when she was selected to lead a Department of Health Total Quality Management project in West Hertfordshire. Her passion for quality of care for patients and effective team working stemmed from this experience and led to a number of management roles including General Manager and Director of Quality.
A new award winning unit providing same-day emergency care is providing fast, expert care to patients and reducing the strain on Bedford Hospital’s Accident and Emergency (A&E) department.

Over the past 6 months, Bedford Hospital has worked hard to establish an Ambulatory Emergency Care Unit (AECU) with a dedicated medical, nursing and administration team.

The Ambulatory Emergency Care Unit is a new approach to Emergency Medicine and 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.

Patients arriving to the hospital’s Emergency Department are rapidly assessed and referred to the AECU to be diagnosed and treated on the same day and then sent home with ongoing clinical supervision as needed.

Patients with on-going medical issues such as deep vein thrombosis, cellulitis and lower limb pain can now receive the care they need without facing a long wait in the emergency department, or a stay in hospital as an inpatient.

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

The AECU recently moved from its temporary location into a new dedicated area in main outpatients, on the first floor of the hospital. This move will make it easier for patients to find and provide a dedicated space allowing them to be seen in a more appropriate care setting, it will also enable the unit to have private consultation rooms available for surgical patients.

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.

Karen Ward, Chief Operating Officer at Bedford Hospital said, “Our AECU has had a really clear impact on patient experience as the unit 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”.

Karen added, “Recently we were delighted to be presented with the Continuous Improvement Award from the NHS Ambulatory Emergency Care Network. This shows our commitment to improving patient care and listening and acting upon feedback from our patients and staff”.

Over the next few months it is planned to deliver a 7-day service, increase the number of patients seen in the AECU 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 on extension 6331.
Almost £1 million was invested in a much-needed modernisation of the hospital’s Pharmacy Department last year.

From the planning stage, emphasis was put on improving timely provision of medicines using new technologies with high visibility for staff and patients. Developments include a prescription tracking system (PTS) which provides real-time information on every prescription in the Dispensary and can be accessed by clinical staff across the hospital. During 2017, further developments to this system are planned. These include a module allowing tracking of medicines including those in transit between Pharmacy and clinical areas. This will reduce the number of medicines ‘mislaid’ due to delivery to an incorrect ward for example and improve governance.

The PTS also provides Out Patients with current waiting times on a screen in the Pharmacy waiting area. System developments in 2017 will include a text service for patients which would tell them when their prescription is ready so they can come back at their convenience. This is another measure we expect will improve the patient experience and will be monitored by means of a satisfaction survey, currently being planned.

Improvements to both the workspace and technology systems have facilitated better workflows and overall capacity management as the Department strive to improve services. In recent years the Department has become significantly busier as the Trust has provided care for ever-increasing patient numbers. The Department has dispensed medicines worth over £10 million in the last 8 months and processed nearly 30,000 TTO items.

To accommodate these improvements Pharmacy has undergone a complete reconfiguration and refurbishment allowing all available space to be utilised much more effectively resulting in a bright and airy environment for staff with more room to work in. This new environment has also helped us with recruitment.

A new resilient Pharmacy computer system has been introduced incorporating dispensing programmes and stock management system which have enabled a reduction in stock holding improving efficiency. This is the precursor for key parts of the Trust IT strategy, including integration across our STP.

In the centre of the Dispensary stands a new state-of-the-art Omnicell™ dispensing robot (aptly named ‘Carter’). This dominant piece of technology is the first of its type in the UK. Bedford Hospital is in the process of formally negotiating status as a beta testing site for upgrades to this product.

There is a new refrigeration room with temperature mapping to ensure that all medicines requiring cold storage are maintained at a suitable temperature wherever stored in the room to ensure their optimum effectiveness. This has a state-of-the-art monitoring system which links to the Trust switchboard informing Pharmacy staff if there was a problem out of hours. A similar monitoring system is being explored across the Trust.

The investment in Pharmacy has already had a positive impact on turnaround times for discharge prescriptions with the average time for discharge TTOs falling from 2.5 hours to just 90 minutes and this is expected to continue to fall to around 60 minutes during 2017/18.

Chief Pharmacist, Kandarp Thakkar, commented that “The Pharmacy Transformation was a huge undertaking but we have achieved all of this in just over one year which is truly amazing. We are fine tuning systems now, formulating new reporting processes and introducing self-audit facilitated by integrated computer programmes. The critical success factor has been my staff. In a period of intense change, there was a lot to ask of the staff but I couldn’t have asked for better support. They are fantastic.”

He added “Yes, we have built a showcase department which is the envy of other hospitals but we have done more than that. We now have a Pharmacy that is fit for purpose, ready to deliver the recently signed off Hospital Pharmacy Transformation Programme and more.”

“Our new processes will help us to optimise provision of discharge medication, all medicines in fact and grow services to support patients across the Trust with a prompt and efficient Pharmacy responsive to their needs.”

www.bedfordhospital.nhs.uk
What’s on in Bedford

In the hospital...

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Keep your Cool</td>
<td>12th July</td>
<td>1pm to 2pm</td>
<td>Swannery</td>
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<tr>
<td>Healthy Smile</td>
<td>2nd August</td>
<td>12pm to 2pm</td>
<td>Swannery</td>
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<tr>
<td>Keeping Active</td>
<td>13th September</td>
<td>12pm to 2pm</td>
<td>Swannery</td>
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<tr>
<td>Flu Awareness</td>
<td>4th October</td>
<td>12pm to 2pm</td>
<td>Swannery</td>
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<tr>
<td>Movember (Men's Health)</td>
<td>8th November</td>
<td>12pm to 2pm</td>
<td>Swannery</td>
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<tr>
<td>Mental Health First Aid</td>
<td>6th December</td>
<td>12pm to 2pm</td>
<td>Swannery</td>
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In Bedford...

**July**
(All events are at the Bedford Corn Exchange)

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<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>The Choir That Rocks</td>
<td>Sun 02 July</td>
<td>5pm</td>
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<tr>
<td>Sir Ranulph Fiennes Mind over Matter</td>
<td>Fri 14 July</td>
<td>8pm</td>
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<tr>
<td>Neil Sands - Music &amp; Memories</td>
<td>Tue 18 July</td>
<td>2pm</td>
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<tr>
<td>Joe Avati 20:20 Vision</td>
<td>Sat 22 July</td>
<td>8pm</td>
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<tr>
<td>Bedfordshire Music Trust Youth Orchestra and Concert Band Concert</td>
<td>Tue 25 July</td>
<td>7.30pm</td>
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<tr>
<td>Summer Dance</td>
<td>Wed 26 July</td>
<td>2pm</td>
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**August**

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<tr>
<th>Event</th>
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<th>Time</th>
<th>Location</th>
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<tr>
<td>80’s into the 90’s Party Night</td>
<td>Fri 04 August</td>
<td>4.30pm</td>
<td>Bedford Park</td>
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<tr>
<td>Kaiser Chiefs</td>
<td>Sat 05 August</td>
<td>4.30pm</td>
<td>Bedford Park</td>
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<tr>
<td>Bedford Park Proms: Goes To The Movies!</td>
<td>Sun 06 August</td>
<td>4.30pm</td>
<td>Bedford Park</td>
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<tr>
<td>Summer Splash</td>
<td>Sat 19 August</td>
<td>7.00pm</td>
<td>Bedford Corn Exchange</td>
</tr>
<tr>
<td>Faith - The George Michael Legacy</td>
<td>Thu 24 August</td>
<td>7.30pm</td>
<td>Bedford Corn Exchange</td>
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September
(All events are at the Bedford Corn Exchange)

Jackson Live In Concert  Fri 08 September  8.00pm
Jason Manford: Work in Progress  Fri 29 September  7.30pm
The Selecter / The Beat Feat. Ranking Roger  Sat 30 September  7.30pm

October
(All events are at the Bedford Corn Exchange)

Lee Nelson  Thu 12 October  7.30pm
Luisa Omielan - Am I Right Ladies?!  Fri 13 October  7.30pm
Paul Chowdhry  Thu 19 October  8.00pm
Philharmonia 17/18 Season  Fri 20 October  7.30pm
Lipstick On Your Collar  Sat 21 October  7.30pm
Pop Divas  Sun 22 October  4.00pm
Crafty’s Creepy Castle Show  Tue 24 October  2.00pm
Buddy Holly Tribute 2017  Thu 26 October  7.30pm

Is A&E right for me?

Please only attend our Accident and Emergency department for major medical emergencies and injuries only.

As the number of patients attending the department with minor illnesses and injuries continues to increase. We urge patients to ask themselves 'Is A&E right for me?' before they attend the department.

During heatwaves there is often an increase of patients suffering from heat related conditions. Accident and Emergency is not for Anything and Everything it is for major medical emergencies or injuries only. Please consider your local walk-in centre, GP practice, pharmacy or self-care methods before deciding to attend A&E.
Join GMB Now!

If you have a grievance at work we can help.
If you are being disciplined at work we can help.
If you are being discriminated at work we can help.
If you have a health and safety issue at work we can help.
If you are being bullied or harassed at work we can help.

GMB THE UNION THAT PROTECTS YOU WHEREVER YOU WORK - JOIN US NOW.

www.gmbbedscounty.org.uk

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The Government has created the Help to Buy scheme to help you take your first steps into home ownership.

- There are a number of Help to Buy products designed to make buying a home more affordable.
- You can buy a home using one of the home ownership options, or rent a home at less than the market rent allowing you to save for a future deposit.
- Equity Loan - You can apply for a Government loan of up to 20% of the cost of your new-build home, so that you’ll only need a 5% cash deposit and 75% mortgage to make up the rest.
- Shared Ownership - You can buy an initial share in a new home that you can afford, helping you into home ownership in manageable stages.

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Saturday 23/09/17: Help To Buy New Home Show in Bedford
10.30am - 3.30pm - Corn Exchange, St Paul's Square, Bedford, MK40 1SL
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The home provides individualised care in a friendly and supportive environment and is equipped with the latest facilities, offering a combination of en-suite, single and double rooms.

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- People with dementia
- People with physical frailty

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For further details and to arrange a visit please contact us on:
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Email: admin@salvetecarehome.co.uk