

# your hospitals your Pennine

Issue 5  
Winter 2013

FOUNDATION TRUST MEMBERSHIP MAGAZINE

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# welcome

## Dear Member



**W**ELCOME to the 5th issue of our Foundation Trust membership magazine for our public and staff members.

In this issue you will find the latest news about the Trust, our hospitals and the services we provide.

Since our last magazine which was published in the summer,

we have successfully completed and opened a number of new facilities across our hospital sites. These have included our new specialist Cardiology Silver Heart Unit at Fairfield General Hospital and most recently our new Eye Unit at Rochdale Infirmary.

In November, we proudly opened our new multi-million pound Women and Children's development at The Royal Oldham Hospital after many years of careful planning and a tremendous amount of skill and work to build this impressive facility.

I never cease to be amazed when I see such a major development rise from the ground and, with all its building and technical complexity, be delivered on schedule and within budget. My hat goes off to all those involved in the many facets of the planning, development and building stages

of this magnificent new building.

Our new Super Centre with its new services, including our Level 3 Neonatal Intensive Care Unit (NICU), new equipment and improved staffing will ensure that treatment is delivered in a more modern and comfortable environment and will help ensure the best possible care for children, babies and families across Oldham, Rochdale and other parts of Greater Manchester.

Our staff have of course done a sterling job, working as they did, in both maternity and paediatric environments that were outdated for the provision of modern day care. I hope they will feel proud to work in their new surroundings, which is no less than they deserve.

**John Jesky**  
Chairman

# membership news

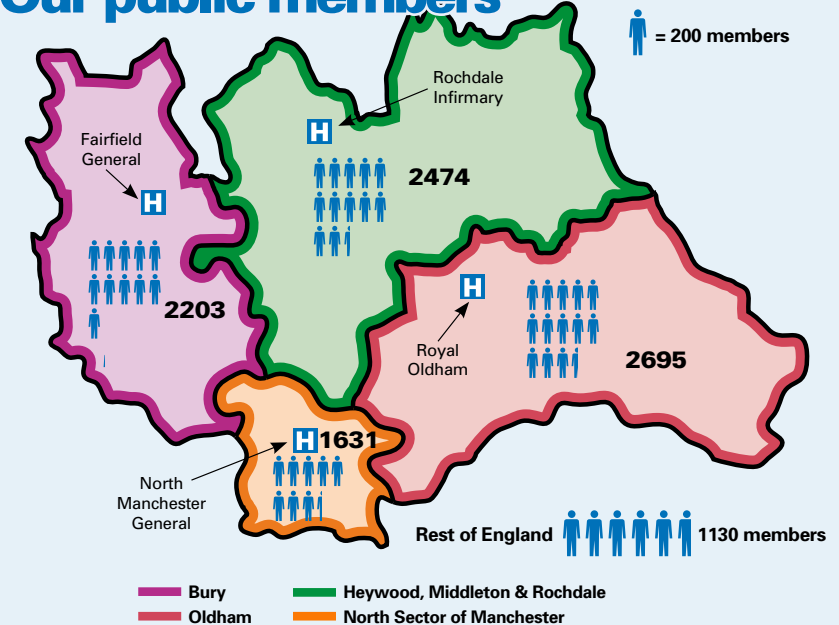
## 10,000 public members and counting...

**W**E are delighted to announce that we have exceeded our recruitment target of 10,000 public members who have signed up to support the Trust and their local hospitals.

The Trust set itself this ambitious membership target to be achieved by September 2012. Over the past 18 months we have actively promoted our plans to become an NHS Foundation Trust at venues and events across the local areas served by our hospitals and signed up people who are interested in the Trust and our services.

Our membership is important to us now and most importantly in the future. We are very keen that members of the public, especially our patients and their families, are given every opportunity to become members of the Trust. Listening to and working with local people and our staff is important in making sure our services are fit for the future.

## Our public members



## Are your details correct?

**W**E are currently reviewing our membership database to identify specific groups that are not well represented including; age, gender, ethnicity, faith and sexual orientation.

To obtain the missing data from our public members, we have enclosed a data capture letter and form. We would be grateful if you could please take a minute to complete this form and return using the **FREEPOST** envelope provided to enable us to update your membership record as appropriate.

Emailing is the most efficient and cost-effective way for us to contact our members, so it would be greatly appreciated if you could provide an email address as part of your contact details.

In compliance with current UK Data Protection legislation, any information you provide here will be kept secure, treated confidentially and used only by the Trust.

Thank you for your help to ensure that all of the views of the local community are represented with membership of The Pennine Acute Hospitals NHS Trust.

## Local students sign up to become members

**O**VER forty students from Manchester Creative Media Academy have signed up as members recently. The students, studying for GCSE Health and Social Care, were very enthusiastic about the Trust's plans and many wanted to become involved in the Trust's work and future.

Twenty nine students from Royton and Crompton School signed up as members in November.

If your school or college wish to support the Trust, then feel free to get in contact with our membership office as we would be happy to come along give a talk and sign up those students who are over 14 years of age and would like to support their local hospital.

# Are your family and friends members?

**REACHING our 10,000 public membership target is great news. It has been a tremendous effort by all involved and we would like to thank everyone who has signed up to ensure the Trust has a robust membership, representative of the public we serve.**

We aim to continue to invite more people to join us, in addition to our staff members, who wish to support their local hospital and have a say in how we can develop and run our hospital services in the future. Why not

encourage your family and friends to sign up as members too?

Membership is free, with no obligation, and is open to anyone aged 14 and over. Members can also take advantage of discounts at a wide range of retailers through NHS Discounts.com.

For more information, or to register to become a member, visit online at [www.pat.nhs.uk/foundationtrust](http://www.pat.nhs.uk/foundationtrust) or call Angela Greenwood on 01706 517302 or email [ft.membership@pat.nhs.uk](mailto:membership@pat.nhs.uk)

## Governors Update

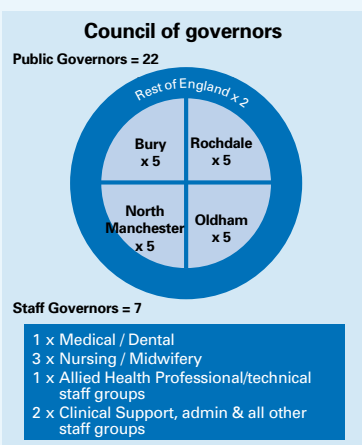
**As a Foundation Trust we will remain part of the NHS, but we will have more freedoms to manage the way we run your hospitals. To make this possible, we will be more accountable to you as members and to the local population we serve through our public and staff membership and a formal Council of Governors.**

The Council of Governors, elected by members, will help shape and endorse the future strategy of the Trust and provide a critical and accountable link between the Trust and its hospitals and the different areas and people we serve.

Governors have statutory duties such as appointing the Chairman and Non-Executive Directors and reviewing

annual plans and reports. But they also have a vital role in helping guide how services are planned and delivered for local people and Trust staff. Most importantly, Governors will help us make sure that the views of members are heard at board level.

We were really pleased with the amount of interest and the number of people who attended one of our four Governor information sessions held last year for those who are interested in being a Governor of the Trust. The sessions were hosted by the Trust Chairman, John Jesky, and provided an



opportunity to explain the role of governors, with the benefit of an external speaker and governor from another NHS Foundation Trust.

Our new timetable now means we are looking at recruiting nominations for potential Governors in Winter 2013 with elections to be held in August 2014.

## 10 things to do now I'm a FT member...

**As a member of this Trust you may be wondering what you could be doing to show your support for your local hospital. Below are 10 things you may wish to consider:-**

- 1. Use your voice** - as a member you have a 'voice'. You can make a real difference by helping us make the right decisions about our future plans and developments that can help develop services that benefit our patients and the local community. Let us know if you would like to be involved in patient forums.
- 2. Read our membership magazine** - 'Your hospitals, Your Pennine' is sent out twice a year and is also available on our website at [www.pat.nhs.uk](http://www.pat.nhs.uk)
- 3. Come along to an event** - we hold regular free health related events including talks on various health promotion topics by doctors or other healthcare professions and tours of our hospital departments.
- 4. Tell us how you would like to be involved** - you can be involved as much or as little as you like. You may wish to stand as a governor or you may wish to be involved in fundraising or volunteering for the Trust. Tell us if you have any ideas for future events.
- 5. Sign up to the NHS Discounts scheme** - as a member you are entitled to discounts at a wide range of high street retailers, top UK holiday attractions, insurance and other offers usually only reserved for NHS employees. Go to [www.healthservicediscounts.com](http://www.healthservicediscounts.com).
- 6. Read up about what's going on in the Trust** - browse our website, find out what is being said about our hospitals, or search the site to find specific information at [www.pat.nhs.uk](http://www.pat.nhs.uk)
- 7. Check your details are correct** - have your details changed? Have you moved or changed your email address? If so, please inform the FT membership office on 01706 517302 or email [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk)
- 8. Sign up a friend or family member** - the more members we have, the stronger your voice becomes. Membership is free and open to anyone aged 14 or over. For further information contact 01706 517302 or visit [www.pat.nhs.uk](http://www.pat.nhs.uk)
- 9. Vote to elect Governor** - look out for the governor election announcements next year. As a public member you are entitled to vote to elect a governor from the electoral wards you live in.
- 10. Follow us on Twitter** - @pennineacutenhs

## Interested in being a Governor?

**Tell us that you're interested, if you have not already done so on your membership application form, by calling Angela Greenwood, FT membership manager, on 01706 517302 or emailing [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk) We can offer advice and support and will keep everyone updated who has expressed an interest.**

## Our FT Timetable

**NHS Foundation Trusts are now the main type of organisation established to run NHS hospitals. They are set up in a way that makes them answerable to their local community. This means that as we plan to develop hospital services we will need to involve our public, patients and staff in the decision making process.**

The Trust Board is committed to achieving Foundation Trust status in the next few years. We know from feedback from our staff, particularly our consultants, that it is important that we achieve FT status as quickly as possible.

In order to achieve the necessary changes in how we provide our services and to develop our future strategy we have recently proposed a new timetable to the NHS Trust Development Authority. The key date in this timetable is submission of our application by 31 March 2014 which, all going to plan, would then see authorisation as an NHS Foundation Trust by December 2014.



# Thumbs up for our 'behind the scene' tours

**O**UR new specialist cardiology unit at Fairfield General opened its doors and invited members to a free behind-the-scene tour in August.

Members received presentations from consultant cardiologists, Dr Tim Gray and Dr Hargreaves, and were then shown around the new Silver Heart Unit which includes two new state-of-the-art Cardiac Catheterisation Labs located in a dedicated unit at the hospital.

Opened in August, the new unit, which transferred from Rochdale Infirmary, provides a range of complex diagnostic and enhanced specialist interventional cardiology procedures for patients from Bury, Oldham, North Manchester, Rochdale borough and parts of East Lancashire.

A similar event was held in July where members were invited to visit the Endoscopy

Unit on ward G3 and the new decontamination unit at The Royal Oldham Hospital. The Endoscopy Unit offers day case endoscopy, as well as in-patient endoscopy and emergency endoscopy for GI (gastro-intestinal) bleeds.

Two other members' events which were held in June included a tour of the children's unit, children's outpatients and children's observation (KOALA) unit at North Manchester General Hospital and a presentation by the Trust's consultant ortho-geriatrician, Dr Raj Parikh, on orthopaedic services at The Royal Oldham. Members were given the opportunity to find out more about the orthopaedic services



and the new specialist orthogeriatric service developed at The Royal Oldham which is available for patients with fragility fractures, including elderly patients who have sustained a hip fracture after a fall or through brittle bones.

Angela Greenwood, the Trust's membership manager, said: "These events give our members access to visit various services and facilities across our hospitals and listen to talks on a range of hospital services we provide."

## Medicine for Members Events

**A**S members of the Trust, you can be as involved as much or as little as you like with the Trust.

Many of you will just wish to receive this membership newsletter either by post or email only. Others may also be interested in attending one of our 'Medicine for Members' events. These events are arranged by the Trust to give members an opportunity to visit and tour specific departments

and clinical areas at our hospitals, hear about our new services and developments, and attend presentations and talks about topical health issues from our staff experts in their field.

Since August last year, we have held twenty events including tours and a number of health talks on diabetes, breast cancer awareness and safeguarding. One of our most successful member events was held in October when we

invited members and the public on our exclusive 'walk-about' tour of our new children wards at The Royal Oldham Hospital. Over 650 people attended the preview tour and met some of our staff prior to the new facility opening to patients in November.

All events are free and open to all members. If you have any ideas on future Medicine for Members' events then please get in touch with us on 01706 517302.

# Your hospitals

The Royal Oldham Hospital

## Breast Cancer Team Win Award



Mr Mohammed Shamim Absar, Clare Brearley and Imelda Hughes (seated), pictured above with a mammogram machine.

**T**HE Trust's Breast Service has scooped a national NHS award for improving breast cancer services for patients.

Awarded as part of the NHS Improvement's agenda on delivering major breast surgery as a day case or one night stay, hospitals within cancer clinical networks were asked to demonstrate how their team had made improvements to breast cancer services in their area.

The Trust has implemented a new way of working whereby patients have a reduced length

of stay in hospital. Anyone needing breast surgery can attend outpatient clinics at North Manchester General and The Royal Oldham Hospitals, but undergo their surgery at North Manchester General Hospital.

"Patient acceptability, safety and satisfaction were identified as the key motivating factors in planning the change in the service," said Mr Mohammed Shamim Absar, the Trust's consultant oncoplastic breast surgeon. "We used to have an average post surgery inpatient length of stay of 4.2 days.

However, with a total change of pathway for breast surgery patients, the total length of stay is now two days for mastectomy and 0.6 days for breast conservation patients.

"Patients are initially seen by our breast care nurses who will assess their suitability to go on the new 23 hour pathway. Most patients are very happy to be treated as a day case or go home after one overnight stay as they want to get back to their normal life."

## New era of maternity & children's care born at The Royal Oldham

**O**UR new £44m maternity unit, children's wards and specialist neonatal unit fully opened to patients in December, marking the beginning of a new era of women and children's services for families from Oldham, Middleton, Rochdale borough and surrounding areas.

The Trust's women and children's development involves a major new purpose-built four storey building, new antenatal wards, new labour delivery rooms, obstetric theatres, a midwife-led birth centre, postnatal rooms, a children's unit and a brand new Level 3 Neonatal Intensive Care Unit (NICU).

Approximately 5,300 babies are expected to be born per year at the new maternity unit. The facilities include new antenatal rooms and 14 labour rooms all with ensuite, and a postnatal ward with 29 beds.

The Royal Oldham Hospital is now one of three

specialist regional neonatal centres providing the highest level of intensive care to the smallest and most vulnerable babies. The NICU consists of 37 cots with 9 intensive care, 9 high dependency and 19 special care cots.

"Our new Women and Children's Super Centre and will provide state-of-the-art facilities for the women of Oldham and Rochdale", said Cathy Trinick, interim director of women and children's services at the Trust. "Our investment includes new services, new equipment and improved staffing to help ensure that treatment is delivered in a more modern and comfortable

environment. It will help us provide the very best possible care for the women, children and their families who will use the unit.

"The first thing that the patients and families will find and experience is the new development is very welcoming, it's warm, it's very spacious, it's very bright. It is a five star environment which can offer the best possible care for women and children which is exactly what they deserve."

The Trust has produced a film showing the inside of the new development which is available on YouTube.



## New heart unit at FGH

**P**ATIENTS can now enjoy a 'silver' service as a new specialist integrated cardiology unit (the Silver Heart Unit) has transferred to Fairfield General Hospital.

Our new cardiology service has received around £2 million of investment, including two new state-of-the-art Cardiac Catheterisation Labs located in a dedicated unit at the hospital and refurbishment of existing wards.

The Silver Heart Unit at Fairfield now provides a range of complex diagnostic and enhanced specialist interventional cardiology procedures for patients from Bury, Oldham, North Manchester, Rochdale borough

and parts of East Lancashire.

The unit is supported by a new 28 bed Integrated Cardiology Unit which comprises two cardiology wards for acutely ill and high dependency patients, and the general cardiology ward for inpatient and day case patients.

The Silver Heart Unit transferred from Rochdale Infirmary to Fairfield in August as part of the redesign and improvements to cardiology and Stroke services across the North East part of Greater Manchester. Rochdale Infirmary continues



to have a consultant cardiologist present on the site Monday to Friday and provides a full range of outpatient cardiology services.

The majority of cardiology outpatient services including diagnostic and follow-up and specialist clinics will be provided at Rochdale infirmary where patients will see either a consultant or nurse specialists.

## Building work starts on A&E expansion

**B**UILDING work has started on the £2.25 million expansion of Fairfield General's A&E department.

The development will create dedicated A&E facilities for children. The expansion will also separate minor and major cases, meaning those with minor injuries are separated from more critically ill patients who are brought in by ambulance.

Fairfield's A&E was originally designed to accommodate 45,000 patients. Last year, the department saw over 65,000 patients.

"The expansion of clinical treatment space and the improved physical layout of the whole department will improve patient flow and have a positive impact on patients' experience", explains Dr Kassim Ali, consultant in emergency medicine. "This is an exciting time for the department. We continue to be a fully functioning A&E department. All efforts will be made to ensure disruption for our patients and staff is kept to a minimum."

The development is expected to be completed by Autumn this year.

## Sexual health services in Bury

**A**S part of the redesign and improvements of community sexual health services in Bury, the genito urinary medicine (GUM) service previously located at the Barlow Suite in Fairfield General Hospital has relocated to Townside Primary Care Centre in Bury.

This will mean patients no longer have to go to hospital for treatment. The centre which is more centrally located in Bury town centre provides a one stop shop for sexual health advice, assessment, diagnosis and treatment in the community.



## New Eye Unit at Rochdale Infirmary

**T**HE Trust has invested £1.8 million to develop a brand new specialist Eye unit at Rochdale Infirmary.

The new Eye Unit includes two co-located theatres, refurbished outpatient and support accommodation and provides a comprehensive ophthalmology service for both planned and emergency eye care for the population of Heywood, Middleton, Rochdale, Bury, parts of East Lancashire, Tameside and Glossop.

The day case unit has three wards, two for adults plus a dedicated children's ward, where a variety of surgical procedures will take place from Monday to Friday. The unit also provides a casualty clinic which includes an Out of Hours Eye casualty service up to 8.30pm. Staff at the pre-assessment clinic are trained to undertake routine investigations, initiate treatment and provide ongoing care if required.

"We are all keen to improve the experience that our patients receive and this new state-of-

the-art environment at Rochdale Infirmary will provide this", said Mr Hashmi, clinical director for Ophthalmology. "A lot of thought has gone into how patients will move around the unit, which will enhance patient flow and productivity but, most importantly provide safe, high quality care to all patients who are to undergo an ophthalmology procedure.

The Ophthalmology Service transferred from Birch Hill Hospital, marking the completion of the Healthy Futures and the closure of Birch Hill.

## Mums-to-be across Rochdale urged to 'call the midwife'

**P**REGNANT women across Rochdale borough are being encouraged to contact their local community midwife as soon as they know they are pregnant in a new local NHS campaign.



The campaign aims to encourage mums-to-be to contact their midwife as a first point of contact to access advice and antenatal care more quickly to help ensure a healthy pregnancy.

By calling

01706 517223, women can choose to speak to a local midwife as soon as they know they are pregnant. On calling the new service, women will be put

in touch with the team of community midwives closest to where they live to set up an appointment.

Shahana Khalid, a Rochdale midwife featured in the campaign, said: "The first 6-12 weeks of your pregnancy are an important time for your baby's development. The earlier you are seen by a midwife, the sooner we can check that everything is alright for both of you. We also discuss options for your care and antenatal screening, and generally offer support to you and your partner or family."

For more information call 01706 517223. If you already have a telephone number for your midwife, please continue to use this number.

## Spotlight on clinical research

**T**HE Trust has been highly commended for its clinical research and development work in the latest HSJ Awards.

The Trust was shortlisted from over 120 healthcare organisations across the country and made it into the final eight for the work it has done to develop clinical research activity with patients.

Clinical research is important, as it helps doctors to gather evidence about new treatments and make improvements to patient care.

The Health Service Journal (HSJ) recognised the hard work and progress made by the Trust to increase the number of opportunities for patients to take part in high-quality research studies.

The Trust was particularly commended for the Board's commitment to improve research opportunities by overhauling its R&D department, setting a clear strategy and working with medical staff to increase the number of opportunities for patients to participate.

These changes have paid dividends at the Trust's hospitals, with a 65% increase in patients getting involved in National Institute for Health Research Clinical Research Network (NIHR CRN)

studies, and 55% of patients diagnosed with cancer now being recruited to high quality cancer studies.

The Pennine Acute Trust is now the third largest recruiter of patients into NIHR CRN commercial trials within Greater Manchester.

Dr Steve Woby, head of research and development at the Trust, said: "The Trust is actively involved in clinical research and this participation is essential to the continual quest for improvement in treatments and therapies for patients."



### Case study

**T**HE Trust has led the way in recruiting the first three patients in Europe to a randomised placebo-controlled clinical pain relief disease study for Parkinson's.

As the first major international study targeting patients with Parkinson's Disease, the trial aims to assess the effectiveness of a medication for pain associated with the condition.

Dr Jason Raw, consultant physician at Fairfield General Hospital, enrolled the first three patients early last year. He said:

"Parkinson's Disease is a progressive neurological condition which affects about 127,000 people in the UK. The disease is associated with all manner of physical symptoms, including pain. This may be musculoskeletal or neuropathic, but it's known to be one of the worst symptoms from the patient's point of view. People also find that their movements become slower, they have tremors and rigidity. The patients have been recruited through movement disorder clinics within

the Trust. We started it initially at Fairfield and then branched out to Rochdale and Oldham."

Patients who volunteer to take part in the trial must have severe pain according to a seven day pain diary which they fill in during their screening period. If they are suitable then they are monitored at the programmed investigations unit (PIU) at Fairfield over a period of months and assessed for their levels of pain. Other symptoms of their Parkinson's Disease are also evaluated.

# Do you really need to go to A&E?

**UNNECESSARY visits to A&E departments are wasting valuable NHS resources and could mean some patients are having to wait longer to be treated, according to Dr Jimmy Stuart, A&E clinical director at North Manchester General Hospital.**

Figures suggest that every day up to 50 people who visit the A&E departments at North Manchester General and The Royal Oldham Hospitals could be treated more quickly and more appropriately by a pharmacist or another local primary or community health service.

A&E teams are routinely being faced with having to deal with 'run-of-the-mill' minor cases such as coughs and colds, backache, toothache, feet problems and upset stomachs on a daily basis – conditions that could be dealt with through a trip to the high street chemist or by visiting other local services.

Every attendance at A&E in the UK costs the public purse a minimum of £59. In the North West, last year this cost on average £20.9 million. According to NHS North West with more than one out of every ten people admitted to have used A&E when they knew they

didn't need to, hospital doctors and nurses are asking the public to think twice before they dial 999 this winter. A&E attendance from June 2011 to May 2012 was over 17.6 million – so that's a staggering 2,112,000 wasted attendances.

"We often find ourselves dealing with patients who turn up to A&E with minor illness and complaints who could have been seen and treated elsewhere", explains Dr Stuart. "We can receive on average 30-50 patients per day who could and should be dealt with in a primary care service such as a local pharmacy or community service. Not only are these unnecessary visits to A&E a drain on valuable and limited resources, but

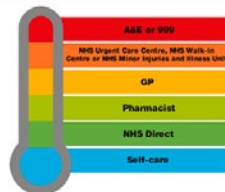
these patients will usually be low priority and this means they will be waiting longer than most others and could be treated more quickly elsewhere.

"We have one NHS budget which we all have a responsibility to look after it. By choosing and using the right services, patients can expect to be seen or treated more quickly, whilst keeping emergency services free for those patients with serious and life threatening illnesses."

Patients are urged to consider the full range of NHS services available to them by visiting online at [www.nhs.uk](http://www.nhs.uk) or for telephone advice call NHS Direct 0845 46 47.

**If you become unwell or are injured make sure you choose the right NHS service.**

**Choose Well.**



# Staff congratulated at awards

**TV presenter, journalist and Alzheimer's campaigner, Fiona Phillips, hosted the Trust's third annual Staff Awards event in the summer.**

The Awards consist of 13 categories which recognise the very best of patient care, dedication and innovation among staff within the five hospitals run by the Trust. Staff who had worked at the Trust for over 40 years were also acknowledged at the event.

Staff from ward 6 at Fairfield General Hospital were named Frontline Team of the Year and Dr Sethi, a consultant in elderly care medicine at Fairfield, was recognized for his innovative work to pilot and secure funding for a nursing home outreach service.

Hard-working nurse ward manager Sister Gillian Fogarty was honoured with the title of Nurse of the Year whilst Dr Jeyagopal a consultant radiologist based at The Royal Oldham scooped Hospital Doctor of the Year.

Gillian, a ward manager at Fairfield was credited with working tirelessly to maintain high standards of care to both

inpatients and elective patients and maintain staff morale during a busy year of change for Cardiology Services. She said: "I have worked for the Trust for 22 years and I continue to have the same commitment and enthusiasm now as I did when I first commenced service with the Trust. I feel incredibly honoured to have received this award."

"The Awards evening was most enjoyable. Fiona Phillips made the nominees feel at ease during the presentation process. Her comments were emotionally charged, having herself experienced caring for a loved one recently it was obvious she values the profession and showed true admiration and

respect." John Saxby, Chief Executive of the Trust, added: "It is important to recognise and celebrate the extraordinary efforts and good work of teams and individuals across the Trust. Our annual Staff Awards provide the opportunity to thank staff formally with the recognition and applaud they deserve."

The event was fully paid for and supported by a number of sponsors including: Vinci; NG Bailey; Weightmans; Mitie; APS Group; Philips; G2 Speech; NHS Discounts, Corporate Design Company and iSOFT. The award for nurse or midwife of the year was sponsored by Vinci Construction UK.



## Annual Report & Quality Accounts 2011/12

**QUALITY ACCOUNTS** are annual reports to the public from NHS providers about the quality of services they provide. They are required by Government in an effort to strengthen and maintain the focus on quality of care for patients.

Our Quality Accounts report for 2011/12 is part of our Annual Report and is available on our website. The report focuses on the work in the Trust to improve patient safety, clinical effectiveness and patient experience.

The Trust's 2012/13 report will be available on our website on 30th June.

# your choice

## Membership Events

All sessions are free and open to all members, but we do ask that you reserve your place by emailing, Angela Greenwood, FT Membership Manager [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk) or calling Angela on 01706 517302. Please let us know if you have any special requirements.

Date	Time	Subject	Venue/Location
9th February 2013	2 pm	'Getting Better in Bury'- Workhouse talk & exhibition	Education Centre, Fairfield General Hospital.
26th February 2013	2 – 4 pm	Dementia Talk & presentation	Post-Grad Centre, North Manchester General Hospital
22nd March 2013	2 – 3 pm	Stroke Talk & presentation by Dr Khalid Kawafi.	Education centre, Fairfield General Hospital
17th April 2013	2 – 4 pm	Nuclear Medicine presentation by Karen Wakefield, Nuclear Medicine Manager	Post-Grad Centre, North Manchester General Hospital
9th May 2013	2 – 4 pm	Overview of Research & Development at Pennine Acute – Dr Steve Woby	Education Centre, The Royal Oldham Hospital.

# your feedback

THE Trust welcomes feedback from members and there are a number of different ways in which you can contact us to give us your views. We would also welcome any stories you would like to share with us, which we may publish in future editions under "Member's letters".

## Tell us what you want to receive as FT members

WE aim to provide members with a mix of news, health promotion topics and membership related information so you know what's happening at the Trust. We have planned a series of membership events and would welcome any comments or ideas for future events.



EMAIL is a cheap and direct way for us to keep you updated about the Pennine Acute Trust, our services and FT membership events and activities. Please provide us with your email address (if you haven't already) if you are happy for us to contact you in this way.

On average, we only send out one email to our members once a month. Your personal details, including your email address, are strictly confidential and will not be shared with any third party.

# your voice

## Call for Fundraising Ambassadors

DO you have good local community links? Are you good at public speaking? Do you have a passion for supporting your local hospital? If the answer is YES to any of these questions, then we have a volunteering opportunity for you.

We need Fundraising Ambassadors for each of our hospitals to help us maximise fundraising for

our wards and departments. We want people who can encourage the community to hold coffee mornings, organise sponsored events and take part in events through the Trust's fundraising department.

If you would like to find out more about becoming a Fundraising Ambassador for Pennine please call 0161 918 4497 or email [charity@pat.nhs.uk](mailto:charity@pat.nhs.uk)

## 'Friends and Family' Test

FROM April 2013, NHS patients across the UK who are being discharged from hospital will have to be asked whether they would want their friends or family to be treated there.

It means every patient will be able to give feedback on the quality of their care:

- acute hospital inpatients and accident and emergency patients from April 2013
- for women who use maternity services from October 2013
- as soon as possible after October, for all those using NHS services

The test will collect timely feedback which can be used to improve patient care and identify best performing hospitals. It will involve the use of a simple question, which all patients in the target groups will be given the

opportunity to answer, every day of the year.

For A&E departments, the question will be: "How likely are you to recommend our A&E department to friends and family if they needed similar care or treatment?" The question for inpatient services will ask: "How likely are you to recommend our ward to friends and family if they needed similar care or treatment?"

The Pennine Acute Trust has been piloting the system on three wards and in the A&E department at Fairfield General Hospital and has seen some positive results. The Trust aims to collect and publish the patient feedback results at Trust, hospital site and ward-level via the local profiles on NHS Choices from April 2013.

For more information go to [www.dh.gov.uk/health/2012/05/friends-family/](http://www.dh.gov.uk/health/2012/05/friends-family/)

## Pennine Patient Forum

THE Trust is currently recruiting members to support the Trust Patient Forum Group.

This is a voluntary group of patients acting as representatives of other patients. The group has been meeting at The Royal Oldham for the last six months and would now like to expand to meetings at North Manchester General Hospital.

The Patient Forum is here to represent the views of the patients on improvements to the Trust by meeting on a bi-monthly basis with Trust staff. Meetings are informative and interesting. The forum does not deal with complaints or matters relating to specific patients issues but assists the Trust to address issues that affect many patients, consider new developments and undertake policy reviews.

If you would be interested in becoming a Trust Volunteer and sitting on the Patient Forum Group at either The Royal Oldham or North Manchester Hospitals, please contact Mary Sunderland on 0161 604 5892 or email [equality@pat.nhs.uk](mailto:equality@pat.nhs.uk)



As a Foundation Trust member you can now follow the Trust and our news and events on Twitter

@pennineacutenhs



Find us on YouTube



# your comments

Please write any comments you have here:

#### Foundation Trust membership

I am interested in becoming a Foundation Trust member

#### Volunteering

I am interested in volunteering in the Trust

#### The Pennine Acute Hospitals NHS Trust Charity

I am interested in raising funds or making a donation to the Charity

**For existing members** - if your details have changed, or you are able to provide a mobile number or email address, please tick here and complete the form below with your details.

First Name  Last Name

#### Address

House/number

Street

City

County

Post code

Telephone  Mobile:

Email

Ethnicity

Do you consider yourself to have a disability? YES / NO

*Please note that the data you provide will only be used to contact you by the Trust and will be stored and processed in accordance with the Data protection Act. This data will not be given to any third party.*

**Please return this page to:** Freepost RSER-HGCC-LEES  
Foundation Trust  
Trust Headquarters  
North Manchester General Hospital  
Delaunays Road  
Manchester  
M8 5RB

## Useful contacts

Switchboard – 0161 624 0420

Volunteers Co-ordinator – 0161 604 5892

Trust Charity – 0161 918 4497 or [charity@pat.nhs.uk](mailto:charity@pat.nhs.uk)

Foundation Trust Membership Office – 01706 517302

or email [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk)

