

# your hospitals your Pennine

Issue 1  
Autumn 2010

FOUNDATION TRUST MEMBERSHIP MAGAZINE



## Welcome to the new PAHT membership magazine



**inside this issue**

- Our FT journey so far
- Making the headlines
- Green light for major new build at ROH
- New £32m women & children's development at NMGH
- Dates for your diary



# chief executives' welcome

## Dear Member



**W**ELCOME to our first issue of our Foundation Trust membership magazine - 'Your Hospitals, Your Pennine'. This publication will be sent directly to all our public and stakeholder members, either by post or by e-mail depending on your preference. It will also be available on our website and sent to our staff.

Firstly, I would like to thank our public and staff members for signing up as a member of the Trust and for supporting the Trust and your local hospitals.

Membership is free and there is no obligation. As a public member you can be as involved as much or as little as you like. It may be that you only wish to receive this magazine regularly. Many of you, however, may be interested in attending certain future members' events, discussion forums and health-related presentations. These might range from health fairs where you can come and meet our staff, to open days and

information lectures on key topics.

Some members may be interested in becoming more actively involved by perhaps taking part in public surveys and consultations about your hospitals, or even representing members as an elected governor. We will involve our staff members through surveys, forums and presentation road shows.

As you will be aware the Trust is still in the process of applying for Foundation Trust status. Foundation Trusts are still firmly part of the NHS. The key difference is that they are more accountable to their local communities they serve rather than central government. Listening to and working with local people and our staff is important in making sure our services are fit for the future.

Our ambition is to become an NHS Foundation Trust during 2011. Our application for Foundation Trust status saw the public consultation period take

place over the winter of 2009/10. The overall response from the public and our staff was positive and a number of helpful comments have now been included in our proposals for both public and staff governors to ensure that we fully reflect our local communities and staff.

In the last 12 months we have continued to make good progress in many areas, particularly in our efforts to reduce healthcare acquired infections, such as MRSA and Clostridium Difficile, across all your hospitals and in reducing our mortality rate which has seen a steady improvement year on year.

In 2009/10 we invested £46 million on new developments and capital programmes and spent £10 million on medical equipment. In June this year we were pleased to open our new £32m purpose built children's, maternity and neonatal building at North Manchester General Hospital.

The innovative "Christie at Pennine" development at The Royal Oldham Hospital opened in March 2010, ensuring that patients from across the north-east of Greater Manchester can now receive radiotherapy services without the need travel to the south of the city. This development will provide the very best of Christie's cancer care in the heart of Pennine. Our new specialist clinical haematology unit and new inpatient surgical wards opened on the upper floors of the new £17million building in July 2010.

We have also begun implementing service changes as part of the Healthy Futures and Making it Better reconfiguration

programmes to improve care to patients by developing centres of excellence for patients needing specialist treatment. In August the Department of Health approved plans for our £44m new women and children's development at Oldham.

The Trust, like other Trusts across the country will not be immune from the current financial pressures facing the NHS. The Trust is in an excellent position to meet these challenges, having once again met its financial duties to the Department of Health. Nevertheless, difficult decisions will have to be taken and new ways of working will need to be adopted.

The Trust Board and all Trust staff are committed to providing high quality services and to making a real difference to our patients. Through a programme of constant improvement, we strive to be the first choice hospital for local people and to be regarded as a valuable asset for the communities we serve. We continue to focus on quality and patient safety first. By getting our performance right for our patients we will ensure we live up to our mission statement "to provide the very best care for each patient on every occasion".

Thank you once again for your interest and support in The Pennine Acute Hospitals NHS Trust - your hospitals. Perhaps I may have the opportunity of meeting you at future members' events.

**John Saxby**  
Chief Executive

# membership news

## Our FT journey so far

**O**N 3 November 2009, the Trust launched its 12 week formal consultation exercise as part of its proposal to become an NHS Foundation Trust. Patients, staff, local residents and community organisations were invited to have their say on the future running of The Pennine Acute Hospitals NHS Trust.

The Trust's consultation document called 'Your Hospitals, Your Choice - Your Voice', was officially launched at the November Trust Board meeting and was supported by extensive local publicity, five public meetings, 11 staff engagement events and nine information road shows held at local shopping centres and markets. The consultation

closed on 29 January 2010.

Since November, the Trust has been progressing with its Foundation Trust application, particularly around the development of its five year Integrated Business Plan, the development of governance arrangements, and the recruitment and engagement of members. To date, the Trust has signed up almost 3,000 members. Our aim is to recruit 8,000 by March 2011.

The Trust's future strategy is a core element of the Foundation Trust application. The Trust's strategy is based on implementing the Healthy Futures and Making it Better programmes.

The Secretary of State for Health's announcement on maternity services in

Bury in July 2010 opens the potential for a change in the Making it Better programme and, given the close interdependency between all the elements of Making it Better and Healthy Futures, may lead to a change in the Trust's overall strategy. In order to allow for a period of genuine and unbiased consideration in response to the Secretary of State's announcement, the Trust Board decided to 'freeze' the Trust's application timetable for six months, and to review this position in November 2010. The Trust is conscious of the Government plans to turn all NHS Trusts into foundation Trusts by 2013. We plan to become a Foundation Trust during 2011.

## Governors' Council

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Governors represent all members and are a key part of the stronger governance arrangements that ensure greater accountability of NHS Foundation Trusts to the local community and staff. Public governors, governors from partner organisations and staff governors will form the Governors' Council. At least half of the council will be elected by the public members and any member over the age of 16 can stand to be a governor.

The main role of the Governors' Council is to hold the Trust Board to account. However, it has some very specific key responsibilities including appointing or removing the Chairman and the Non-Executive Directors;

approving the appointment of the Chief Executive; appointing or removing the external Auditors; being consulted on Trust strategy and receiving the Trust's annual report and accounts.

All public and staff members of the Foundation Trust will be eligible to stand for election as a governor.

During our 12 week formal consultation process, which completed in January 2010, we set out our proposals for the Governors' Council. Following comments received, we have increased the number of governors.

The following list will make up the composition of the Governors' Council - a total of 36 governors. Under this composition members of the public would always be the group with the highest number of representatives. Using this system, public members will vote to elect a governor from the electoral wards they live in.

**Public governors** (constituencies mirroring local authority areas and Primary Care Trusts)  
Rochdale (including Heywood and Middleton) = 5 governors  
Bury = 5 governors  
Manchester = 5 governors

Oldham = 5 governors  
Other parts of England = 2 governors

**Staff governors**  
Staff = 7 governors

- 1 governor elected by medical and dental staff
- 3 governors elected by nurses and midwives
- 1 governor elected by allied health professionals and professional and technical staff groups
- 2 governors elected by clinical support, administrative and all other staff groups.

**Appointed governors**  
Local PCTs & Local authorities = 8 governors (one PCT and one local authority governor each from Bury, Rochdale, Oldham and North Manchester areas).

**Greater Manchester**  
Local chambers of commerce - 1 governor  
Local mental health Trusts - 1 governor  
North West Ambulance NHS Trust - 1 governor  
Local council for voluntary services - 1 governor  
LINKs - 1 governor

## Government plans for Foundation Trust

**I**N July this year the Health Secretary, Andrew Lansley, said: "In order to truly improve health outcomes and the service the NHS gives to patients, it must be free from the shackles of central control. All NHS Trusts will become foundation

Trusts and they will have greater freedom so that they can concentrate on being more responsive to patients. Competition and patient choice together will improve services, stimulate innovation and increase productivity."



## New £32m maternity and children's development opens

**T**HE Trust's new £32m purpose-built women and children's development at North Manchester General Hospital opened its doors and saw its first patients in June.

The new building, located at the front of the hospital, completes around £35 million worth of investment delivered as part of Making it Better, the Greater Manchester-wide programme of improvements to services for women, children and babies.

It has been just over a year since the renowned Booth Hall Children's Hospital, Blackley, closed after 100 years. New facilities and new equipment at North Manchester General Hospital now offer children and families high quality care in a modern, bright, 21st century setting.

Sick children who require day surgery and overnight care were the first to benefit from the new facilities following a phased opening of the facility.



Teams of doctors and nurses, including 10 recently recruited paediatric consultants, have now transferred to the new children's inpatient and day surgery wards after the building was furnished with around £1.9m of new medical equipment, beds and furniture.

It's been an exciting time at the hospital since the new

dedicated children's A&E department and observation and assessment unit opened in June last year.

The new development provides a full range of high quality services to women, children and babies including:

- Brand new children's day surgery unit
- Kids' observation and

assessment liaison area (KOALA)

- Children's inpatient unit
- Antenatal ward
- Postnatal ward
- Delivery suite/labour ward and operating theatres
- Neonatal unit/ special care baby unit (SCBU)
- New midwife-led birth centre

## New midwife-led birth unit

**A** CO-LOCATED midwife-led birth centre at the new facility, which includes private rooms and two birthing pools, will provide women with privacy and home-from-home comforts, including en-suite facilities and modern furnishings.

The new neonatal service (special care baby unit) on the same floor will also provide a higher level of care for small and vulnerable babies (level 2), introducing improved staffing, skills and equipment in a

modern, purpose built setting. A new area for parent accommodation has also been built in the neonatal ward.

Denise Woods, community midwifery matron at North Manchester General Hospital, said: "The maternity staff here are tremendously excited following the opening of the new women and children's build at North Manchester General Hospital. It incorporates a new midwifery-led birth centre which has two birthing pools and four beds. It is a wonderful opportunity for staff to work in a

state of the art environment which will improve the quality of care offered to women and their

families, whilst increasing women's choice regarding their place of birth."



## New cancer centre provides support and a listening ear

**A** NEW Macmillan cancer information and support centre has opened at North Manchester General Hospital to assist patients diagnosed with cancer and their family and friends.

Funded by the charity Macmillan Cancer Support, the centre aims to provide an open access service for anyone looking for information about cancer. This includes information about how to reduce your risk of cancer, information for people

diagnosed with cancer and signposting to services for people affected by cancer. Open from Monday to Friday, 10am to 3pm, the centre provides a calm and welcoming environment where centre users can talk in confidence to specially

trained volunteers or Macmillan staff. People wanting to access the centre can either turn up (no appointment needed) during the opening hours or ring 0161 604 5244.

## New surgical ward at The Royal Oldham

**A** NEW £9m state-of-the-art vascular and surgical ward at The Royal Oldham Hospital has been praised by both staff and patients.

Ward T7, which is located on the top floor of the new building development, opened in late July 2010 and replaces ward F2 at the hospital.

The 45 bed unit, which comes with electric profiling beds, is

primarily for vascular and breast service patients. It comprises 21 single rooms, all with full ensuite facilities, a three-bedded bay, a five-bedded bay and three four-bedded bays.

Each bay contains a dining table and chairs which patients can use at mealtimes or recreationally. The ward is divided into three colour coded zones supported by a nursing station, clinical room, clean and

dirty utility and a beverage bay. Patients who require physiotherapy or occupational therapy don't even have to leave the ward as a purpose built therapy room has been included within the unit to ensure that they can access these services in a timely manner.

The vascular nurse specialist is located within the ward area so that her expertise and valuable knowledge can support the staff

and enhance patients' stay whilst they are on the ward.

Julie Hulston, divisional nurse manager, said "The new ward is fantastic; both staff and patients are really delighted with the new facility, the equipment and the modern spacious environment. It's a lovely ward to work on and a pleasant and comfortable environment for our patients."

## Work starts on Victoria Breast Unit extension

**P**ATIENTS, staff and local fundraisers are celebrating after construction work to build a £160,000 conservatory extension to the Victoria Breast Unit at The Royal Oldham Hospital started in August.

The Victoria Breast Unit opened in May 2007 and provides a one-stop diagnostic service for patients with breast problems

and continued care for patients with breast cancer. The new extension will help create more space in the waiting area and improve the facilities, making the patient's experience in the unit more comfortable.

The local charity, Link4Pink, was set-up in 2007 to raise money to build the extension. To date, the Link4Pink Appeal has raised £151,000. A number of local community organisations

and individuals have been instrumental in fundraising for the Link4Pink Appeal. A separate donation of £13,000 from the Woman of Oldham Committee will be used for landscaping.

Miss Maria Bramley, consultant oncoplastic breast surgeon at the Trust, said: "Attending the unit can be an anxious time for patients and their relatives and it is important that we do all we can to make

their visit as comfortable as possible. Patients undergoing treatment or awaiting results may be at the hospital all day and will therefore welcome the relaxing environment that the new conservatory extension will provide. It is wonderful that we are at the stage of being able to get this project off the ground. This is a credit to the hard work of all our fundraisers and the generosity of the public."



# First patient treated at The Christie at Oldham

**T**HE Christie, one of Europe's leading cancer centres, opened its new radiotherapy centre at The Royal Oldham Hospital – the first facility of its kind in the UK – in March.

The £17 million radiotherapy centre, is the first in a network of Christie radiotherapy centres, where patients will be able to access first class radiotherapy treatment closer to home.

Cancer patients across Greater Manchester have previously had

to travel to The Christie's main site in south Manchester on a daily basis – often for up to five weeks – for radiotherapy treatment.

The new centre which, in just one year, will save local patients the equivalent of travelling to the moon and back, will have two state-of-the-art £1.3 million radiotherapy machines. Christie doctors, specialist radiographers, nurses and other medical experts will be able to treat 70 people a day.



## Green light for new £44m women & children's super centre

**P**LANS to build a major new £44m women's and children's development and services at The Royal Oldham Hospital have been given the green light.

The development represents the largest capital investment made to date by the Trust. It will involve a major new four-storey building on the site, the refurbishment of existing wards in the main hospital and is set to include new delivery rooms, obstetric theatres, a paediatric theatre, more maternity beds and a brand new Neonatal Intensive Care Unit (NICU).

Once complete, The Royal Oldham Hospital will be one of three regional centres providing the highest level of intensive care to the smallest and most vulnerable babies. This will enable families within Oldham, Rochdale and adjacent districts, to have their babies cared for by

specialist neonatal doctors and nurses in a modern, purpose-built unit without having to travel in to the centre of Manchester.

John Jesky, Chairman of Trust, said: "This exciting scheme will expand and improve maternity, children's and newborn care facilities at The Royal Oldham Hospital. It has taken many months of detailed planning by medical, nursing, midwifery and other staff to complete the design. In addition, a significant amount of work has been undertaken by the Trust together with the Children, Young People and Families NHS Network to ensure the scheme design provides the necessary services and the very best possible care for the women, children and their families who will use the unit."

The estimated completion date is December 2012.



## New Clinical Haematology unit opens

**A** NEW £6m purpose-built specialist facility to treat patients with leukemia, lymphomas and a range of other tumours and blood disorders opened at The Royal Oldham Hospital in July.

The brand new state-of-the-art Clinical Haematology Unit, known as ward F11, is based on the first floor of the new building development at the hospital. It is now one of the largest haematology units in the region, comprising 22 inpatient beds, incorporating 11 individual ensuite side rooms, and a dedicated day case unit.

Clinical haematology is a specialty which is able to diagnose and treat diseases of blood and bone marrow. It involves the management of, among others, autoimmune blood disorders, leukaemia, lymphoma, myeloproliferative disorders, sickle cell disease and thalassaemia. A large part of the work of clinical haematology is the diagnosis and treatment of tumours, with leukaemias and lymphomas being the most common.

Dr Vivek Sen, consultant haematologist at The Trust, said: "We can't overstate how important this new facility will be for patients with haematological disorders treated at Pennine Acute Trust. It will allow our patients to receive their care in a much more coordinated way within a state of the art facility that provides a level of service previously found only in bigger teaching hospitals. With seven consultant haematologists and supporting staff, the unit is one of the larger haematology units in the North West of England, and is capable of allowing for future developments."

# Your hospitals

Rochdale Infirmary

## Rochdale consultant performs new keyhole surgery

**A** LEADING consultant in upper gastro-intestinal (GI) surgery at Rochdale Infirmary has successfully performed a new groundbreaking procedure for the first time on a Rochdale patient.

Mr Khurshid Akhtar used keyhole surgery to carry out a laparoscopic oesophagectomy – which means the removal of the gullet.

The operation is usually performed due to cancer in the oesophagus. Most of the oesophagus and part of the stomach, which is the bag-like structure where all the food goes when we eat, is removed and at the end of the operation the

parts are rejoined in such a way that you can eat normally.

Oesophagectomy is one of the most major and complex operations. Surgery usually involves a large incision in the upper part of the stomach and another on the right hand side of the chest, both typically being 25cm long. However, the new groundbreaking procedure which Mr Akhtar undertook used incisions of just 0.5 to 1cm long.

Using four to five 1cm incisions on the stomach and chest, Mr Akhtar performed the procedure on cancer patient Kenneth Neilson from Rochdale.

Mr Akhtar, who is also upper GI cancer lead at the Trust, said: "The operation was the first

procedure of its kind within the Trust and also the first totally keyhole oesophagectomy in the north west. Pennine Acute Trust is used to performing keyhole gastrectomies as we have undertaken these kind of operations for more than two years, but this was totally new. Only a few centres in England have carried out this kind of operation as it is in the early stages of its development. Keyhole surgery is such a bonus for patients; it produces less trauma and pain for them, which results in a quicker recovery time and then an earlier discharge home from hospital."



## New trauma and orthopaedic services

**I**n November 2009, new specialist services for trauma and orthopaedic patients were established at The Royal Oldham Hospital and Rochdale Infirmary.

Anyone from the Rochdale borough who requires an operation on badly broken bones will be referred from Rochdale Infirmary's emergency department to a specialist emergency surgery team based at The Royal Oldham Hospital.

Oldham patients who require day surgery for orthopaedic complaints, such as knee and shoulder conditions, will see their consultant at The Royal

Oldham Hospital, but may have their planned operation at Rochdale Infirmary. All follow-up appointments will be at their local hospital. The reshaped service will see equal numbers of patients moving between Rochdale and Oldham to receive the specialist trauma and orthopaedic treatment they need.

The plans to reshape and improve the way specialist trauma and orthopaedic services are delivered have been clinically driven by surgeons and other NHS specialists to concentrate key clinical expertise, equipment and other resources into the two hospitals to create a more

focused approach in the quality and delivery of patient care whilst driving improvements in the efficiency of our services.

As part of the new service, the Trust has introduced two trauma co-ordinators, a new role in the Trust, who play an essential role in the care of patients both pre and postoperatively and in conjunction with the medical team ensure that trauma sessions and acute beds are fully and appropriately used. Plans for the future include developing specialist foot and ankle services at Rochdale Infirmary.

## Top award for endoscopy unit

**A** SURGICAL team at Rochdale Infirmary are providing a world class service for carrying out gastro-intestinal endoscopy after receiving a top national award.

Led by Mr Regi George, consultant gastroenterologist, the endoscopy team has been officially awarded the Joint Advisory Group (JAG) accreditation for diagnostic and therapeutic gastro-intestinal endoscopic procedures until 2014.

Endoscopy is the examination of the inside of the body for diagnosis or treatment, using both fibre-optics and video technology for transmitting images to the operator. Many operations can now be performed by passing surgical instruments down an endoscope.

The accreditation ensures quality assurance nationally in all aspects of endoscopy. With only a few units across the north-west who have achieved JAG accreditation, Rochdale Infirmary joins an elite group which includes the Trust's other hospital in Bury, Fairfield General Hospital's Endoscopy Unit.



# Rochdale A&E remains open

**I**n July 2010 the Trust was forced to take the difficult decision to divert all emergency ambulance admissions to Rochdale Infirmary A&E department between 6pm and 8am because patient safety could be at risk due to a shortage of doctors.

The decision, which came into effect on 2 August, was based on clear senior medical advice

and supported by the local primary care Trust.

The arrangement will remain under constant review in light of ongoing recruitment of the additional doctors required.

After the hours of 6pm there has been no ability to accept ambulances carrying very sick patients and as such all ambulances have been diverted to the nearest hospital. This has

been Fairfield General Hospital in Bury or The Royal Oldham Hospital; both hospitals are also run by the Trust.

But the Trust has been keen to emphasise and reassure the public that the emergency department at Rochdale Infirmary is not closed and will still remain open to treat those patients who self present as normal; the new arrangements will only affect

ambulances.

Women giving birth will also be unaffected as appropriate ambulances for maternity will continue to be brought to Rochdale Infirmary throughout the night.

If you call for an ambulance you will be taken to the nearest hospital or the most appropriate specialist centre for appropriate treatment.

## Fairfield General Hospital

# Your hospitals

## Fairfield ward scoops national award

**S**TAFF on Ward 14 at Fairfield General Hospital won a major national healthcare award after being chosen by their peers for successfully freeing up time to enable nurses to increase time spent on direct patient care.

The surgical ward at Fairfield received the 'People's Choice' award which was voted for by healthcare professionals from across the country at the recent Lean Healthcare Academy's annual awards for excellence.

Releasing Time to Care, also known as the Productive Ward programme, was launched in January 2008 by the NHS Institute for Innovation and Improvement. Research by the institute found that ward-based nurses spend on average less than 40% of their time on direct patient care.

The initiative aims to make better use of nursing time by offering a systematic way of improving the way ward teams work together in delivering safe, quality care to patients.

One of three Pennine Acute Trust's Productive Ward projects shortlisted for the awards, the project undertaken by the Fairfield Lean team saw direct care time rise by 14% to 39% in March and then to 53% in June 2009.

The Trust is fully signed up to the Productive Ward initiative and has already seen overwhelming evidence of the benefits to staff and patients. It is being rolled out across all the Trust's hospitals.

Marian Carroll, director of nursing at The Trust, said: "Wards are very busy places with many tasks happening on a ward, often at the same time by a variety of different people. The feedback from both nursing staff, pharmacy staff and support staff across the pilot wards indicates that the Productive Ward initiative has real benefits to staff and ultimately patients. The programme is more than just a tidying exercise for nurses as it actually has significant impact on releasing time to care for our patients."

## Promise made from the heart

**A** SPECIAL promise made by a patient to staff at Fairfield Hospital ensured that a man's fitness was brought back to its prime, following a life-threatening scare.

Mr Daffern from Radcliffe, suffered a heart attack a week after competing in the 2009 Manchester 10K run. A normally fit and active person, Bill was shocked that it could happen to him.

Following a programme of cardiac rehabilitation by a specialist team at the hospital he can now boast that he is back to full fitness, especially after fulfilling his promise to compete and bring back a 2010 Manchester 10K medal.

As part of an eight-week cardiac rehabilitation programme, Bill was taught by various health professionals including physiotherapists, occupational therapists and dietitians how to regain his confidence, plus exercise sensibly to get his heart back into condition.

before the incident.

Bill said: "I was shocked when I was told that I had had a heart attack, as initially I thought I might just have been suffering from severe indigestion. The news from the doctors at Fairfield blew my world apart and I felt hollow inside, I really thought it was the end of my life as I knew it."

In May, Bill completed the Manchester 10K and only 10 minutes behind the time he set last year. Crossing the finishing line in 72 minutes, he said he felt elated at achieving his personal goal. He added: "I was determined to finish the race this year and bring a medal back for the staff."

Gill Cotterill, cardiac rehab physiotherapist and inpatient manager, said: "More and more people are coming to our classes now and the average age range of people referred to us is getting younger. Previously, the majority of group members would be in their 70s and 80s, whereas now, people are having heart attacks in their 30s. We've had to revise our rehabilitation programme to cater for all ages and levels of fitness. Each patient is closely monitored throughout the sessions and are given an individual target to reach at the end of the eight week course."

# Staff Awards 2010

**I**n July the City of Manchester Stadium opened its doors for the first ever Pennine Staff Awards 2010.

Almost 300 Trust employees enjoyed dinner, dancing and importantly 12 winners – individuals and teams – received awards for their outstanding work.

The staff awards consist of 12 categories which recognise the very best of patient care, dedication and innovation across the Trust's five hospitals and its 10,000 staff.

Chairman John Jesky, chief executive John Saxby, and director of

HR, Roger Pickering were joined by Mancunian-born actress and former Coronation Street barmaid, Sally Lindsay, who compered the glitzy event.

Sally, who is currently pregnant with twins, spoke of her respect and awe for NHS staff. She also got some great hints and tips from the community midwives team. Presenting the awards Sally Lindsay said: "Sometimes it is easy to take for granted the care and attention of the people in whom we place our Trust to look after those we love when they are seriously ill. The

people who received an award are those whose innovation and inspiration has worked to improve the quality and safety of patient care. These are people who truly deserve awards!"

The winners were publicised across the organisation and in the local press.

The event was sponsored by a number of external organisations who covered the total costs of the evening. Our thanks to Pulse, Key Care & Support, NG Bailey, Mace & Jones, and Vinci Construction UK Ltd.



## PAT top 40

**T**HE Pennine Acute Hospitals NHS Trust has been named as one of the CHKS 40 Top Hospitals in 2010.

The CHKS Top Hospitals Programme is now in its tenth year and is the only data-driven set of awards in the UK using analysis of nationally available data to determine winners in each category.

The winners were announced at an awards ceremony in London hosted by CHKS, the UK's leading independent provider of healthcare intelligence and quality improvement services.

CHKS celebrates excellence amongst its clients across the UK with the 40Top Awards. These are based on the evaluation of 21 key performance indicators covering safety, clinical effectiveness, health

outcomes, efficiency, patient experience and quality of care.

John Jesky, Trust Chairman, praised staff who have worked hard to retain this nationally recognised award. He said: "It is to the credit of our professional and hard working staff across all our hospitals that we remain committed to providing high quality patient care. The award is a tribute and reflection on all the staff at Pennine Acute Trust who work hard to achieve these high standards. Whilst the awards are a useful benchmark for us to continue to improve, the performance data is only as good as the patient experience. We are therefore committed to ensuring our services are safe, reliable, are patient focused and meet the high standards that our patients expect day in day out."

## Chairman and two Non-Execs Re-appointed

**J**OHNSON has been re-appointed by the Appointments Commission as Chairman of The Trust for a further four years.

Mr Jesky was appointed as Chairman in June 2006. Prior to this, he was a non-executive director of Greater Manchester Strategic Health Authority and Chairman of its Audit Committee. From 1994 to 1998 John was a non-executive director of Salford Community NHS Trust.

His new Term of Office starts on 1 June 2010 and runs to 31 May 2014.

Two serving non-executive directors have also been re-appointed. Michael Holly and Haydn Griffith have had their term of office extended until September 2014.

# Quality Accounts Reports

**Q**UALITY Accounts are annual reports to the public from NHS providers about the quality of services they provide. They give organisations like ours the opportunity to work with and report back to staff,

patients and partner organisations about aspects of patient safety, patient experience and clinical effectiveness.

The aim of the report is to enhance public accountability by listening to and involving the public, partner agencies

and, most importantly, acting on the process and following the publication of the report.

The report includes sections on hospital mortality rates, cleanliness, reducing healthcare acquired infections, and service improvements.

The Trust's Quality Accounts Report 2009/10 was published as required on 30 June 2010. The report is available on the Trust's website ([www.pat.nhs.uk](http://www.pat.nhs.uk)) and also via the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)).

# your choice

## Dates for your diary Annual Public Meeting

The Trust's Annual Public Meeting (APM) will be held on Thursday 30th September 2010 at The Royal Oldham Hospital education centre. Light refreshments will be available from 5.45pm, with the formal APM starting at 6.30pm. Staff, the public and our FT members are welcome and invited to attend. The programme will include two clinical guest speakers to talk about developments in cancer screening and cancer treatment and vascular surgery. To book your place please contact Lesley Holland on 0161 918 4283 or email [Lesley.holland@pat.nhs.uk](mailto:Lesley.holland@pat.nhs.uk)

# your voice

## Tell us what you want to receive as members

We aim to provide our members with a mix of news, health promotion topics and membership related information so you know what's happening at The

**Pennine Acute Hospitals NHS Trust.**

'Your Hospitals, Your Pennine' membership magazine is just one way for us to keep you informed and updated. However, we plan to hold a series of

membership events in the future. We would welcome any comments or ideas on the kind of information you wish to receive and types of events you would like us to hold in the future.

Complete the tear off slip on the back page or contact the Foundation Trust membership office on 0161 918 4283 or email [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk)

# your feedback

The Trust welcomes direct feedback from patients about its services. There are a number of different ways in which you can contact us or give us your views. If you have an issue which you wish to raise about your care then you should initially discuss this with the ward or departmental staff in the area you are being

**cared for. Local staff are usually best placed to be able to answer questions about your own care, or those of your relatives.**

We recognise that in some circumstances patients or relatives may prefer to discuss the matter with someone not directly involved in their care. In those circumstances you can

also contact the Patient Advice and Liaison Service (PALS), as follows:

- Fairfield General Hospital: 0161 778 2455
- North Manchester General Hospital: 0161 720 2707
- The Royal Oldham Hospital: 0161 627 8678
- Rochdale Infirmary: 01706 517354

Patients and their families can use the hospital feedback section of the NHS Choices website at [www.nhs.uk](http://www.nhs.uk), the Patient Opinion website at [www.patientopinion.org.uk](http://www.patientopinion.org.uk), or the feedback sections of the Trust's own website at [www.pat.nhs.uk](http://www.pat.nhs.uk). If you have any specific questions or views you can contact the Trust directly.

### Useful contacts

**Switchboard** - 0161 624 0420  
**Volunteers co-ordinator** - 0161 604 5892 or [mary.sunderland@pat.nhs.uk](mailto:mary.sunderland@pat.nhs.uk)  
**Charity** - 0161 908 4497 or [charity@pat.nhs.uk](mailto:charity@pat.nhs.uk)  
**Foundation Trust membership office** - 0161 918 4283 or email [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk)

# We need more members – sign up someone today

It is important to us that our membership is strong and vibrant and can influence how your hospitals are run. Membership is free, with no obligation, and is open to anyone aged 14 and over. 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 0161 918 4283 or email [ft.membership@pat.nhs.uk](mailto:ft.membership@pat.nhs.uk)

## Find us on YouTube

The Trust has produced a promotional film about its proposals to become an NHS Foundation Trust and to encourage the public to sign up as members to support their local hospitals.

The 5 minute film showcases some of the achievements made by the Trust over the past

two years and features interviews with Chief Executive, John Saxby, and a number of staff.

The film is part of the Trust's membership recruitment campaign and is now available on YouTube and the Trust's own website at [www.pat.nhs.uk/foundationTrust](http://www.pat.nhs.uk/foundationTrust)



# Small change Big difference

The Pennine Acute Hospitals Charity is the fundraising arm of the Pennine Acute Hospitals NHS Trust which covers your acute hospitals.

We are a registered charity set up to support The Pennine Acute Hospitals NHS Trust by funding equipment, training and research to help the Trust provide the best standards of care for patients and to support a continuous

programme of improvement.

Money raised can be for use throughout the Trust's hospitals, but if you prefer, you can donate to or raise funds for one particular hospital, or even a specific ward or department.

If you want to support a specific ward or department, it's best to discuss this with the manager there first to find out what equipment or service would be most appreciated.

### Make a donation

- Online ([www.pat.nhs.uk/fundraising](http://www.pat.nhs.uk/fundraising))
- When visiting our hospitals - ask the ward staff for a donation envelope
- Cheque made payable to Pennine Acute Hospitals Charity (ward/dept on reverse of cheque)
- Cash (General Office on each site)
- Standing order (complete attached form)
- Payroll Giving - contact your company's finance department
- Arrange with your Solicitor

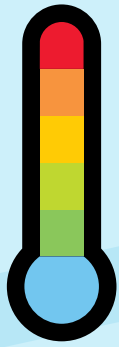


**Pennine Acute Hospitals Charity**  
 Bury North Manchester Oldham Rochdale

*giftaid it*

### DON'T FORGET TO GIFT AID IT

Please remember that to Gift Aid a donation you must pay income tax or capital gains tax equal to the amount that the charity will be claiming back from the Inland Revenue.



# Choose well.

The public are reminded that 999 services are for life-threatening illnesses and emergencies. For minor illnesses, ailments and injuries or, if you are feeling under the weather, use your local pharmacy or contact NHS Direct on 0845 46 47 or online at [www.nhs.uk](http://www.nhs.uk)



# 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

First Name

Last Name

### Address

House/number

Street

City

County

Post code

Telephone

Email

**Please return this page to:** Freepost RSER-HGCC-LEES  
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Trust Headquarters  
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