

## Come along to our locality forums in October

Our quarterly locality forums are open to everyone, and provide a chance to get involved with what's going on within the Trust.

Please contact us for an agenda if you wish to come.

Location	Venue	Date	Time
Louth	Thoresby suite	Friday 21 October	10am—12pm
Boston	Committee room	Monday 24 October	2pm—4pm
Grantham	Meeting room 3	Thursday 27 October	2pm—4pm
Lincoln	Trust boardroom	Monday 31 October	4pm—6pm

### Trust performance – July 2016

- The Trust did not achieve the 4 hour waiting time target in A&E in July 2016 (78.56%)
- The 18 week referral to treatment incomplete target was just missed in July 2016 (91.35%)
- Five out of the nine cancer targets were achieved in June 2016

- The latest mortality position is 101.69 for Sep 2014 – Aug 2015 (HSMR), which is in the expected range.

**The next public Trust Board meeting is on Tuesday 4 October 2016 in the Trust boardroom at Lincoln County Hospital.**

## Getting involved with our hospitals

There are a number of ways you can get involved with our hospitals. Please find details of our latest opportunities below. Some activities are only open to members who have been through our Trust members' training programme, so please contact us if you are interested in being trained.

### Learning from complaints forum

The forum meets every two months to look at complaints and their outcomes. The complaints team is looking for six members to join this project. The next meeting is planned for November. If you are interested in taking on the role, please contact the membership office by the end of October.

### Members training

If you are interested in becoming a patient representative on Trust meetings, helping to carry out visits and inspections to provide a patient perspective on our services, wards and departments or sitting on job interview panels, please come along to our members training session on Monday 24 October 12.30pm—1.30pm at Pilgrim hospital or contact the membership office to book a session at another site.

To find out more about the venue and what to bring, please contact the membership office.

### Hand hygiene audits

Hand hygiene audits are observations of when staff should be following hand hygiene procedures, i.e. before and after patient contact. Once a month all wards observe 10 random members of staff. We are looking for patient representatives to conduct these observations on a monthly basis across all hospital sites. If you are interested in taking on the role and are able to dedicate approximately two hours each month, please contact the membership office.

**For any enquiries, comments and to express an interest in any of our meetings or activities, please contact the membership office on (01522) 572301 or email [members@ulh.nhs.uk](mailto:members@ulh.nhs.uk)**

## Preparing for our CQC inspection

From Monday 10 October, the CQC will be inspecting our hospitals for a week. This is a planned, routine inspection but clearly very significant for us all.

We are enthusiastic about the inspection at ULHT as it gives us a real and exciting opportunity to showcase all our great work and achievements since the last inspection in February 2015.

If we look back over the last 18 months, we have made many improvements such as:

- Doubled the number of patients who survive who've had cardiac arrests out of hospital.
- Met the wait for treatment within a maximum of 18 weeks target for 11 months running, and this was the first time we met the standard in a couple of years.
- Reduced the incidence of pressure ulcers to 0.5%, compared with the national average rate of 4-6%.
- Were winners and shortlisted for many national

and regional awards.

- Recruited registered nurses from the EU and Philippines, and recruited 100 newly qualified nurses to our hospitals this year and 70 last year.
- Carried out the first innovative procedures in the county such as corneal transplant and brachytherapy at Lincoln and EVAR (endovascular aneurysm repair) at Pilgrim.
- Invested £25 million to improve our hospital buildings and patient environments.
- Invested £250,000 in housekeeping and cleaning staff to improve infection prevention.

We are very proud of our achievements and we will continue to build on them.

Preparing for inspections also gives us the chance to learn where we could be better. We have a project team working on the preparation which includes submitting lots of data to the inspection team. The team is led by Michelle Rhodes, our Director Of Nursing.

## Finding new ways to attract A&E doctors

ULHT is taking an innovative approach in attracting new doctors to work in its emergency departments.

The Trust is advertising a series of new posts for doctors who wish to take their career to the next level. Whilst working in an A&E, doctors will be given time off each week to study part-time and the course fees will be paid for by the Trust.

This is a new initiative and we are one of the few Trusts in the country to offer such an attractive package.

In addition, doctors and nurses from Lincolnshire's A&Es recently attended the Royal College of Emergency Medicine's annual scientific conference 2016 in Bournemouth to recruit doctors to our A&Es.

## New nurses welcomed to Lincolnshire's hospitals



100 new nurses started work in hospitals across Lincolnshire in the last few weeks.

The newly qualified nurses, who have just graduated from the nursing degree at the University of Lincoln, will significantly boost nursing numbers at Lincoln County Hospital, Pilgrim hospital in Boston and Grantham and District Hospital.

In total, 68 of the new recruits started work at Lincoln hospital, with a further 22 heading to Pilgrim and 10 going to work at Grantham.

## What we've been doing

When members take part in patient representative activities, they are asked to fill out forms to log attendance and feedback contribution and questions, here are some of the points members wanted to feed back in the past month:

### Attendance at nutrition steering committee meeting by Maureen Cassidy September 2016

- According to CQC report, 65% of patients rated hospital food as good and very good and 12% as poor
- Nutrition is taken seriously and the committee is working hard to ensure a high standard is maintained across the Trust

## Mystery shopper activity

Thank you to our members who have carried out 'mystery shopper' activities across the Trust this month. Please see areas covered so far listed below:

- Grantham hospital: ward 1, 2, 6 and pre assessment unit
- Pilgrim hospital: x-ray dept., outpatients dept., A&E, main entrance, main corridors, clinic waiting areas, ICU, wards 3A and 3B
- Lincoln hospital: Ashby ward, Burton ward, Digby ward and Dixon ward, outpatient clinics (ophthalmology, dermatology, fracture)

If you are interested in getting involved in this activity, please contact the membership office.