

COMMUNITY FORUM



Welcome to the Whittington Health Community Forum April Newsletter

Your support matters to us and more important than telling you our news is for us to hear from you. If you have queries, comments or suggestions –and we really would like to hear from you - please contact us via our website www.whittington.nhs.uk/communityforum

Volunteering

The Whittington has over 150 fantastic volunteers who support a wide range of roles at our Trust. Many of these are young people breaking into the employment market by utilising our policy of inviting volunteers after six months good service onto our pool of 'bank' (temporary) staff.

Many of you will be familiar with the Volunteer Guides who wear blue bibs and show people where to go for their appointment or test. But we also have volunteers helping in wards, in administrative roles and a number of other areas.

In the light of the increasing demands on clinical staff we have

Gardening

Another area where volunteers help the Trust is community gardening. We spend as little as possible of NHS resources on maintaining our grounds because the patient comes first. The gardens look respectable and are generally clean and tidy but there are few flowers or colour and no real gardening. By design it is low maintenance.

We are being assisted by an Islington Council funded group, Octopus who amongst a wide range of voluntary activity support community gardens. We are looking at providing a framework for staff, patients and friends to undertake some gardening projects.

been asking questions about services we have to perform. Should hard-pressed nurses be collecting menu preferences from patients for their meals? Too many phone calls from family and friends made about their loved ones in hospital don't get answered at weekends and evenings. With additional support from new and existing volunteers would our staff be able to concentrate more on key healthcare duties?

We are to conduct a review of volunteering and hope as an outcome to extend the service beyond its current time frame from 9am to 5pm weekdays.

Working at Whittington Health

We need more nurses, district nurses working in our community and midwives to ensure we continue to provide great care at Whittington Health. We need full time and permanent nursing and midwifery staff and details of our vacancies can be found here.

www.whittington.nhs.uk

We also run a successful 'bank' (temporary staff). We know that increasingly nurses are choosing flexible working as a career, either because of their domestic circumstances or because they want more variety. Some permanent staff use 'bank' (temporary) work as a way to

Firstly we want to make patients, staff and the community proud of our estate – not just the grounds at the hospital headquarters but at our community health centre sites too. Secondly lots of people enjoy and get benefit from gardening and there is a distinct shortage of green space in our boroughs so let's share our grounds with all the community. Thirdly NHS England are keen on promoting "social prescribing" where patients are given some form of social activity on prescription. This can include gym activity, swimming or gardening for a range of health issues including respiratory, depression and obesity. In a supervised environment our gardens could become a part of this.

A small working group is going to work with Octopus. Anyone interested? There won't be room for all who apply so we have to reserve final selection to the Trust. Please get in contact. whh-tr.whittingtonforum@nhs.net



gain experience of working in a different area of nursing or type of hospital to help them decide whether they want to change direction or to gain additional experience. Details about our bank can be found here. www.whittington.nhs.uk

Digital Strategy

Everyone and everything is going digital. We are promised a better less expensive service if we use digital technology. We have set up the Whittington Health Digital Clinical Advisory Group (CAG) but we are missing a patient representative. You don't have to be digitally savvy but you will be asked to consider how the new technology will be received by patients. It meets once a month and their task is to implement our digital strategy. Interested? email to let us know. whh-tr.whittingtonforum@nhs.net

Our targets for the year ahead

Whittington Health has corporate objectives for 2017-18. We have some very important quality and safety and patient experience targets to meet.

We want to

- Increase the reporting of safety incidents. Incidents do happen and there is strong evidence that where incidents are reported openly by the staff involved this is a good indicator of a strong safety culture
- Achieve the 4 hour wait target for the Emergency Department. Last year, and thanks to the hard work of our team we treated [nearly 100,000 in the Emergency Department] with 87% of those people being treated in less than 4 hours. Our target is to treat or admit 95% of people within 4 hours.
- Keep up our good performance in treating cancer. There are national targets in place:

Board meetings

The Board of Whittington Health meets every month. And they are open to the public and provide a great opportunity for you to hear what is going on and see how decisions are made. You are welcome to come.

The meetings are held at the Whittington Education Centre (behind the Jenner building on the main hospital site) from 2.00 - 5.00pm. The meetings are on the first Wednesday of the month:

3 May

7 June

5 July

6 September

4 October

1 November

6 December

1. Urgent referral to first visit 93% within 14 days: We achieve 96.4%
 2. Diagnosis to first treatment 96% within 31 days: We achieve 99.7%
 3. Urgent referral to first treatment 85% within 62 days: We achieve 86.7%
- Improve how we deal with Acute Kidney Injury (AKI) - sudden damage to the kidneys that causes them to not work properly, by improving discharge information, reviewing medicines quickly and better access to our critical care outreach team
 - Raise awareness of sepsis – a rare but very serious complication that can lead to organ failure and death.
 - Reduce falls, by better documentation of a patient's risks of falling so all staff are aware
 - Reduce the number of patients experiencing pressure ulcers
 - Provide a better service for people with a learning disability – by prioritising access to the Emergency Department and better care for mothers with learning disabilities
 - Reduce medication errors

We also asked Healthwatch Islington what our key priorities for improving patient experience should be. We will:

- Reduce the amount of time patients wait for booked transport from home to hospital
- Reduce outpatient clinic appointment cancellations
- Reduce noise at night from other patients
- Improve continuity of care from District Nurses

Being clear about our targets improves our chances of achieving them.

What is your experience of these areas?

Please email to let us know. whh-tr.whittingtonforum@nhs.net

Community Forum Art Competition

We are holding an art competition which is open to anyone and everyone - so please help spread the word!

All the information you need is available on our website

www.whittington.nhs.uk/communityforum including a poster you can print off and display anywhere you think people may be interested in the community forum and our art competition.

Spread the word and encourage your friends, family and neighbours to join

We want as many people as possible to sign up and become involved. We encourage you to ask your family and friends to sign up by visiting www.whittington.nhs.uk/communityforum so they too can find out more about our plans, services, activities and events. The more people that sign up the more we will be able to receive and listen to the views of our communities. We have also agreed our Community Forum terms of reference and these can also be viewed at www.whittington.nhs.uk/communityforum

Steve Hitchins

Chair of Whittington Health

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