

# Your Health Services

Issue 1 October 2005

A newsletter for NHS staff, patients and the local community from Maidstone and Tunbridge Wells NHS Trust

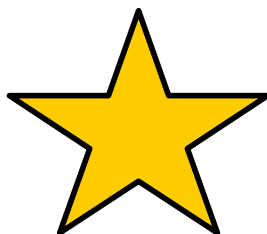


*Welcome* to the first edition of Your Health Services, a

quarterly newsletter from Maidstone and Tunbridge Wells NHS Trust for patients, the public and people who work in the NHS.

Over the coming months Your Health Services will keep you up to date with some of the latest health service developments at Kent & Sussex, Maidstone and Pembury Hospitals. So whether it's about the new Pembury hospital development, or multi-million pound facilities being developed at Maidstone and Kent & Sussex Hospitals, we'll be keeping you in touch with what's going on to improve your local health services.

## Our service improvements are applauded



**Service improvements** at all three of your local hospitals in Maidstone and Tunbridge Wells have been recognised in this year's annual Star Ratings.

The Healthcare Commission has awarded Maidstone and Tunbridge Wells NHS Trust One Star after it spent last year improving its services for patients.

Trust Chief Executive Rose Gibb said: "The improvements we've made since last year would give us two stars now. The changes we are going to make that you can read about in Your Health News will help improve services even further for patients."

Patients are being seen faster, hospital cleaning has improved and infection rates for MRSA have fallen.



**Cleaning has improved**

## TOP TWO GO THROUGH

**Services** are on the move at Pembury Hospital in readiness for when building work starts there on Kent's new state of the art hospital.

The local hospitals Trust has got 246 service moves to make between now and June next year, when builders arrive on site.



**Pembury Hospital**

The Trust chose two international developers in August to go through to the final stages of the tendering process to build Kent's flagship hospital.

The two developers will now submit even more detailed plans for the hospital development. The public will be able to see their plans early next year.



Staff and patients will be at the heart of the development - turn to page three

**New Treatment Centre page 2 - PFI development page 3 - dedicated orthopaedic centre page 4 - look ahead page 5 - 'visiting hospital' page 7 - women and children's services page 8 - A&E improvements page 9**

**Faster services, more choice:** Building work has started on a new £6 million Treatment Centre at Maidstone Hospital. The Centre will provide patients with faster access to state of the art services.

## Health Minister says scheme is “good news” for patients

**BUILDERS** have started work on an independently run Treatment Centre at Maidstone Hospital. Diggers moved on site in September signalling the start of the building works.

The £6m purpose built day case unit will provide a high quality, dedicated service for patients requiring day surgery, endoscopies or outpatient chemotherapy.

The Treatment Centre will be built and run by Partnership Health group, an independent sector health care provider, in partnership with Maidstone Weald Primary Care Trust (lead sponsor), South West Kent Primary Care Trust, Maidstone and Tunbridge Wells NHS Trust and the Department of Health.



**Health Minister Lord Warner**

Situated next to Maidstone Hospital's Eye, Ear and Mouth Unit, the Treatment Centre will have two operating theatres, endoscopy facilities, 20 day beds, three post-operative recovery beds and facilities for around 50 patients per day to receive chemotherapy treatment.

Due to open in Autumn 2006, this dedicated unit will provide a range of surgical, urological, gynaecological and orthopaedic day case procedures for patients, plus outpatient scopes and chemotherapy treatment.

These services are currently provided by Maidstone Hospital, and once transferred to the new unit, will free up resources and valuable operating theatre time for the Trust to focus on treating patients who require more specialist treatment and care.



**Rebecca Sparks**

\*Rebecca Sparks, Interim Chief Executive of Maidstone Weald Primary Care Trust, said: "We see this as an excellent opportunity to work jointly with colleagues in the NHS and the independent sector to provide the modern services required to meet the needs of our patients. This will help us to make further progress in reducing the time patients wait for hospital treatment and enable us to offer patients greater choice in where they receive their care."

Mike Parish, Chief Executive of Care UK, which is part of the Partnership Health group, said: "We are delighted to be providing a new patient-centred facility in Maidstone to complement existing NHS capacity. We have received very positive feedback from patients at our existing Treatment Centres in Trent and Plymouth, which will be valuable in the development of services at this new centre."

Health Minister Lord Warner said: "This multi-million pound project is good news for patients in Maidstone needing day treatment or outpatient chemotherapy who will benefit from speedier treatment and a choice of where they are treated."

\*David Meikle took up the role of joint Chief Executive of Maidstone Weald and South West Kent Primary Care Trusts on September 5

**New Pembury Hospital:** With less than a year to go until builders start work on the new £300 million hospital at Pembury, patients and staff are already at the heart of the development.

## Top Two Draw Up Detailed Designs for New Hospital

**Two world-class** developers are drawing up detailed designs for Kent's new flagship PFI hospital at Pembury.

Carillion and Equion have been asked by Maidstone and Tunbridge Wells NHS Trust to have detailed designs for the state of the art hospital and mental health unit ready by February next year.

The Trust received more than 70 enquiries of interest in the development with Carillion and Equion emerging as its top two preferred developers.

Both companies will continue to work closely with the Trust over the coming months, developing their plans around its requirements for state of the art facilities and services.

Trust Chief Executive Rose Gibb said: "We are very pleased to have two strong companies bidding for the new hospital at Pembury. This will mean that the Trust will be in a position to select from two top class designs for the new state of the art hospital early next year."

The designs will be made publicly available for NHS staff and the community to comment on.

Building work on the hospital and mental health unit is expected to start on the Pembury Hospital site in the summer of next year. The hospital is scheduled to open in 2010. PFI is a Government scheme where private companies design, fund and build public schemes.

## Patients and staff will help shape hospital services

**As the** project to build the new hospital on the Pembury Hospital site progresses we are keen to ensure that patients and staff help us shape these new services..... *Writes Karen Beesley*

Groups have been set up for patients and staff to work with the two remaining bidders to ensure the new hospital meets patient and staff requirements. There will be different groups looking at clinical and non-clinical areas.

The non-clinical working group, for example, is looking at the patient environment. This includes areas such as site access, parking, communal and waiting areas.

"Patient and Public Involvement (PPI) is all about ensuring that health services are developed around patients' needs and preferences," said Karen Beesley, the Trust's PPI manager, "and we want to ensure that the state-of-the-art new hospital is built with patients at its heart."

For further information please contact Karen Beesley, PPI Manager, by telephone on 01892 632941 or by emailing [Karen.Beesley@mtw-tr.nhs.uk](mailto:Karen.Beesley@mtw-tr.nhs.uk)

### Did you know?

The PFI development has won £10,000 from the Arts Council to develop art in the new hospital.

**Further improvements to orthopaedic services:** Hospital patients requiring routine inpatient orthopaedic operations are to benefit from an even better service.

## New unit will lower risk of infections & cancelled ops

**Hospital patients** requiring hip or knee replacements can be sure of their surgery taking place in future with the development of a dedicated unit that will stop operations being cancelled.

The local NHS is developing a dedicated orthopaedic unit at Kent & Sussex Hospital in Tunbridge Wells next year.

At the moment up to one in five orthopaedic operations – such as hip and knee replacements - carried out at Maidstone Hospital and Kent & Sussex Hospital are cancelled at the last minute.

Rose Gibb, Chief Executive of Maidstone and Tunbridge Wells NHS Trust, which runs both hospitals, said: “The days of our orthopaedic patients being prepped for theatre only to have their operation cancelled at the last minute will soon be a thing of the past.

“By developing a dedicated unit with its own beds, theatres and skilled team of orthopaedic surgeons, we can ensure every patient receives the same high quality care and no one has to face the lottery of having their operation cancelled.”

The new unit is set to radically improve the way all orthopaedic patients are treated by Maidstone and Tunbridge Wells NHS Trust and follows a period of public discussion and consultation.

Rebecca Sparks, Interim Chief Executive of Maidstone Weald Primary Care Trust, said: “The new unit will significantly improve patient outcomes and also enable the local NHS to create a centre of excellence in orthopaedic surgery, attracting more highly skilled specialists, providing patients with some of the most modern day care available.”

### 24-bedded unit will be created specifically for orthopaedic patients to help reduce the risk of infection.

The unit will have its own dedicated team of orthopaedic surgeons operating in their own laminar flow operating theatre. The special theatres keep the air around the operating table clean, reducing the chances of infection.

A 24-bedded ward will also be set up in the unit specifically for orthopaedic patients only, helping reduce the risk of infection still further.

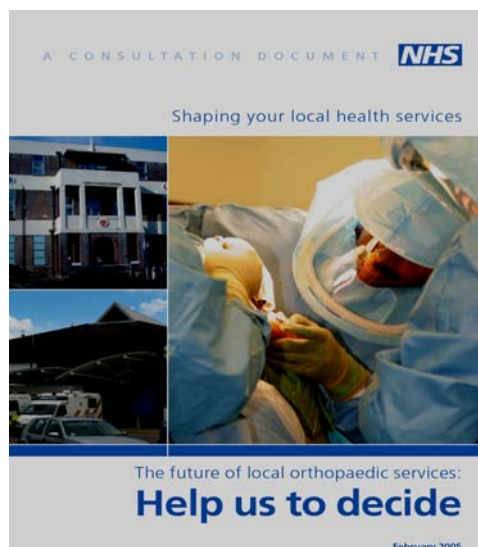
Maidstone and Tunbridge Wells NHS Trust currently has two teams of five orthopaedic surgeons working at Maidstone and Kent & Sussex Hospitals.

They are spread too thinly, however, to meet national standards and keep pace with modern orthopaedic practices.

The move will allow the Trust to bring the majority of its orthopaedic surgeons under one roof, enhancing services for patients.

Orthopaedic day case surgery and outpatient clinics will continue to be provided at both Maidstone and Kent & Sussex hospitals under this proposal.

Orthopaedic trauma patients – patients who require surgery on badly broken bones - will also continue to be seen at both hospitals. This will need to be reviewed in the future, however, following concerns from the area's joint county council overview and scrutiny committees and Public and Patient Involvement Forums that further change is needed in order to achieve the higher national standards for these complex cases.



**The public helped shape the changes**

## Maidstone and Tunbridge Wells NHS Trust is making 246 changes to its hospital services between now and June 2006

Some of the changes are part of the Trust's annual multi-million pound investment in its hospital services. Other changes are part of work to move services off of the bottom half of the Pembury Hospital site so that work can start on the new hospital in the summer of next year. The third set of changes are to do with plans that were publicly consulted on, such as the development of a dedicated orthopaedic unit for all our patients.

These are some of the major developments we are currently working on, will be working on later this year or have just completed at Kent & Sussex, Pembury and Maidstone Hospitals.

1. Provision of a day surgery unit and recovery unit at Kent & Sussex Hospital (see p7)
2. The installation of a new state of the art (Laminar Flow) theatre at Kent & Sussex.
3. Development of a theatre recovery area in the theatres at Pembury Hospital for children requiring ear, nose and throat operations.
4. Refurbishment of Margaret and Elizabeth Wards at Pembury Hospital to become a Paediatric ENT Development Centre and children's inpatient ward.
5. Upgrading of the aseptic suite at Kent & Sussex Hospital. The unit, which prepares patients' chemotherapy, is undergoing a complete refit to ensure it continues to meet national standards until the new PFI hospital opens at Pembury in 2010.
6. Increasing the size of the Acute Assessment Unit at Kent & Sussex Hospital, so that more patients can be assessed and treated faster (see p9).
7. Moving some of our inpatient gynaecological services from Maidstone Hospital to Pembury Hospital (see p10)
8. Providing a children's acute assessment unit at Kent & Sussex Hospital so that children can be seen in a dedicated children's unit, rather than in the main A&E department.
9. Building a new Treatment Centre at Maidstone Hospital (see p2)

We've also:

- Moved administrative and managerial staff and services from the upper section of the Pembury Hospital site to free up space for the transfer of clinical services off the lower part of the Pembury site e.g. Trust management relocated to Maidstone Hospital, our Human Resources department consolidated on to the Pembury site and the PFI team (the Trust's team which is overseeing the new hospital build) moved on to the lower part of the site where they will remain during the hospital development.

And,

- Essential lift servicing was required at Pembury, so midwifery temporarily relocated to Evelyn and Amelia Scott Wards. Margaret and Elizabeth Wards, which provide care for elderly patients, were then moved to Amelia Scott and Evelyn Wards (see p6). This means that Margaret and Elizabeth Wards can be refurbished and prepared for paediatric ENT care and for the transfer from the lower half of the Pembury site of Jacoby children's ward. Work has also started on creating office accommodation on level six at Kent & Sussex Hospital for critical care and emergency services. This means that their current office will then be able to be refurbished and prepared to receive a new 64 slice replacement CT scanner in December of this year, yet another big benefit for patients.

# Your Health Services

## Early moves go smoothly for patients and staff at Pembury Hospital:

Staff involved in first wave of moves are praised for helping ensure all goes smoothly for patients.

**On the 26<sup>th</sup>** July 40 patients on Margaret and Elizabeth Wards at Pembury Hospital were moved to Amelia Scott and Evelyn Wards as part of the changes being made in readiness for the new hospital development.

The move went so well, patients had their breakfast on Margaret and Elizabeth Wards in the morning and were having their lunch on Amelia Scott and Evelyn Wards by early afternoon.

Ward Manager for Amelia Scott and Evelyn, Joyce Swinchatt, said: "Staff worked hard to ensure the move went smoothly for patients. We had help from many different departments including portering and estates domestic services. Many thanks to everyone involved."

Five volunteers from the hospital's voluntary services team also helped on the day. Sister Swinchatt said the move was explained to patients and their relatives days in advance and letters handed out to all of them. She added that by planning out everything beforehand and moving the patient, their bed, their locker and their belongings all at the same time, the only thing that got mislaid was a hairbrush.

Sister Swinchatt said the key was getting organised beforehand and many staff had given up their spare time to help pack things up and move them to the new wards. She added: "I have excellent staff on both wards who worked very hard to make this move go smoothly. My thanks to them all."

Members of the hospital Trust Patient and Public Involvement Forum visited the wards following the move to ask patients how it went. Sister Swinchatt said patients were pleased with the way the move went.



**A view of Pembury Hospital**

## Move is working well for patients

**Staff in** the Hearing Therapy department at Pembury Hospital have moved out of Amelia Scott Ward and into the old Trust management building.

Jackie Jermin, hearing administrator, said: "The move is working so well for patients, many of whom are disabled and can now literally park right outside the door."

The hearing therapy department sees patients with a wide range of hearing problems such as Tinnitus and hearing loss.

Jackie added: "Patients are happy because we're easy to get to and they've been able to find us because we sent out maps and things explaining where we are."

Jackie said the actual move went really well, adding: "We were kept informed all the time and everything went according to plan."

## More cancer treatment machines for patients

**Two more** state of the art radiotherapy treatment machines, costing £1 million each, arrived at the Kent Oncology Centre at Maidstone Hospital in August.

The two extra linear accelerators, which destroy cancer cells with high energy x-rays, will take a year to commission. Once this is completed, Kent's Cancer Centre will have five operational radiotherapy treatment machines at Maidstone and two at Kent and Canterbury Hospital.

The Centre had the first of four new linear accelerators delivered last year and that machine will be up and running in November. The fourth linac will arrive in October next year just as the two latest machines go live.



**A linear accelerator**

This highly advanced diagnostic tool helps ensure patients receive the most appropriate treatment for their cancer.

Complex diagnostic tests for some cancer patients are now taking place at the Centre, instead of in London, following the arrival of a mobile PET/CT scanner, which detects and isolates cancer cells from healthy tissue with the use of special radioactive isotopes.

**Arrival of day surgery unit provides new facilities for patients:** Kent & Sussex Hospital took delivery of a 'visiting hospital' in August. The fully mobile operating theatre and recovery ward is proving patients with state of the art facilities while the hospital revamps some of its services.

# New facilities for patients



A 'visiting hospital' in use in Birmingham

**KENT & Sussex** Hospital took delivery of a "visiting hospital" on August 22<sup>nd</sup> as part of plans to reduce waiting times and improve facilities for patients in Maidstone and Tunbridge Wells.

The arrival of the mobile day surgery unit, described by its supplier Vanguard Healthcare as "the world's most advanced mobile operating theatre," will free up space for a separate day surgery unit to be built on Ward 12 at the

hospital. It has also enabled the hospital to fit a modern laminar flow system in one of its theatres. Laminar flow theatres are able to keep the air around patients 'super clean' during operations, reducing the chance of infections.

The state of the art unit, which has its own laminar flow theatre, provides the Trust with a modern clinical environment in which to operate and look after day case patients while work goes on inside the main hospital building.

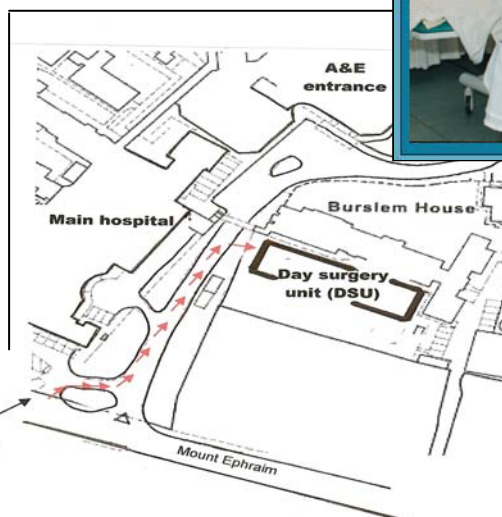
The brand new "visiting hospital" also has a day ward and recovery area. It is also unique in that it can be transported between sites. The units are carried on a large transporter and then set down on a specially prepared site.

The Unit was used to do scores of cataract operations in its first two weeks at K&S.

For the rest of September and all the way through to December it will be used for orthopaedic and general surgical day cases from right across the Trust.

The Unit will move to Maidstone in January next year and remain there

until the new Treatment Centre (see p2) opens in the Autumn of 2006.



**Look inside** – the Unit has an eight bedded day ward.

The Unit can be found next to Burslem House, just up from the hospital's A&E department.

# Your Health Services



## Women and Children's Services:

Changes are being made between now and 2010 to the way women's and children's services are provided locally. The changes will ensure national standards of care can be maintained for some of the hospital Trust's most vulnerable patients.

The changes will help:

- Improve the quality of our services for patients.
- Meet modern standards for health
- Raise our professional standards
- Make best use of our local resources, money and expertise
- Build local specialist services – so more children can be seen locally and not in London

**Following** consultation with the public and NHS staff, changes are starting to be made to the way services are provided for women and children locally.

Between now and the beginning of 2006 the hospitals Trust will be:

- Opening a new children's emergency assessment unit at Kent & Sussex Hospital by the end of January 2006. Inpatient children's care will then move from Rainbow Ward at Kent and Sussex Hospital to Pembury and Maidstone Hospitals.
- Developing a children's day case area and inpatient ward in the main block at Pembury Hospital. This will enable children's day case surgery to move to Pembury Hospital from the Kent & Sussex Hospital and Jacoby children's ward to move up from the bottom half of the Pembury Hospital site. This will allow building work to commence on the new hospital.

The Trust moved inpatient gynaecology services from Maidstone Hospital to Pembury Hospital in September. At the same time, the Trust is also starting to develop a new women's unit at Maidstone Hospital to include early pregnancy assessment, emergency gynaecology services and gynaecological cancer.

Maidstone and Tunbridge Wells NHS Trust has also recently spent £300,000 on revamping maternity services at Pembury Hospital.

## Changes you can expect to see in the future



### Between 2006- 2008

- A midwifery led birthing centre will be opened in the Maidstone area for low risk births and the Trust will start to phase in the transfer of maternity services to Pembury.
- More services will be developed so that more children can be seen at home and at hospital without having to stay in overnight.

### By 2010

- All high risk deliveries in Maidstone and Tunbridge Wells will be carried out in a centralised Obstetric Unit at the new Pembury hospital.
- There will be a single Special Care Baby Unit (Neonatal Unit) at the new Pembury hospital, to care for premature babies from 26 weeks of age.



# Your Health Services



Some of the team at K&S A&E

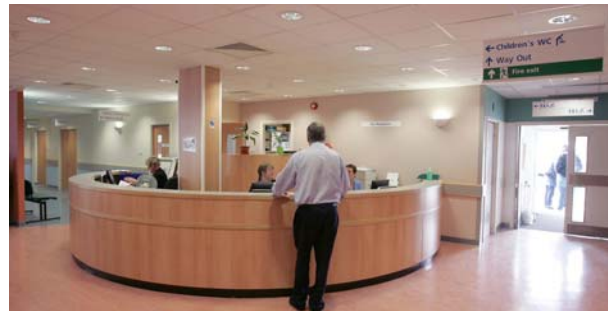
**Faster access to care for A&E patients:** Maidstone and Tunbridge Wells NHS Trust was praised in the annual Star Ratings for making some big improvements to patient care last year. Improvements in the time patients wait to be seen and treated in the Trust's accident and emergency departments were part of the Trust's success story.

- Even more improved facilities on the way for patients

**Maidstone Hospital** has officially opened its new Emergency Care Centre.

As one of the first of its kind in the country, the Emergency Care Centre provides a range of emergency care services under one roof, including the traditional A&E services, a nurse-led NHS Walk-in Centre and the local medical out of hours service. The transformation of the original A&E Department began in May last year and was carried out in phases to minimise disruption for both patients and staff. The Centre now includes a majors and resuscitation area, nine consulting rooms, separate children's play area, new waiting and reception area and a five bedded Clinical Decision Unit.

In addition to providing 24 hour A&E services for patients with life threatening conditions, such as a stroke, heavy blood loss and serious accidents, the Centre also provides a nurse led urgent care service from early morning to late evening for patients with minor injuries or scalds, muscle and joint injuries or tonsillitis.



**Maidstone Hospital's bright new ECC**

It is also the base for the medical out of hours service, which provides telephone advice and appointment only urgent care services for patients.

The changes to the way services are delivered enable staff to carry out their work more efficiently resulting in patients being seen and treated more quickly.

## Major improvements continue at Kent & Sussex A&E this year

**The anticipated** move to a new hospital in Pembury in 2010 is spurring on the A&E Department at K&S to drive-up standards and ensure it becomes a centre of excellence for patients.

Staff at the department are now hitting targets of seeing 98 percent of patients within four hours on a daily basis, the patient experience is being improved through changes in the way staff work and morale is up thanks to new training initiatives.

Directorate Nurse Manager at

K&S A&E Christine Steele said: "The aim is to develop the standards of care and staff in the department prior to the move into the new hospital in Pembury. We are looking to develop a centre of excellence."



Work is also due to start soon on increasing the size of the hospital's Acute Assessment Unit, which will benefit patients in A&E.

Patients are referred to AAU from A&E or by their GPs when they need to be assessed by a specialist doctor for ongoing treatment or admission.

The AAU currently has seven beds and two assessment cubicles. It will have another six beds when it is expanded and be able to see more A&E patients in the most appropriate setting for them.

**The Trust spent over £20,000 on installing new or replacement wash hand basins in its wards and departments last year.**

**It also installed hundreds of hand gel dispensers next to hospital bedsides.**

**At the same time, the Health-care Commission has noted a marked improvement in the standards of hospital cleanliness in its hospitals.**



**The Trust is doing all of these things and more to ensure standards of cleanliness are high.**

**The number of patients who acquired MRSA bacteraemia in its hospitals fell from 30 in April to September last year to 13 from October 2004 to March 2005 this year. The Trust saw more than half a million patients last year and carried out tens of thousands of operations. It believes 13 cases is still too many, however, and is working hard to reduce this figure still further.**