





Best of BSUH 2016/17







Celebrating the best of BSUH

There are amazing things happening in our hospitals every hour of every day, which make a real difference to our patients and their families. In this publication we highlight just a few examples of the “Best of BSUH” from the last twelve months to demonstrate the life-changing and often live-saving difference we are making for our patients. We also look at improvements to services and some of the important changes to our estate as part of the 3Ts redevelopment programme.

I do hope that you find these stories inspiring and uplifting. What all the staff I have met appear to have in common, without exception, is a real passion for their work and a positive can-do attitude, often in the face of extreme pressure and

some of the most challenging physical environments. It is so important that we celebrate our successes and that we are proud of the best of BSUH.

Thank you to our patients for sharing their stories and to our staff for all they do.



Evelyn Barker
Managing Director

Spring

Family thanks outstanding staff



A family who devastatingly lost two babies to an extremely rare lung condition have praised the “outstanding” staff who saved their son’s life.

Sean and Sophie’s eldest daughters were both treated in the Trevor Mann Baby Unit (TMBU) after being born prematurely. They then had the heartbreak of losing two children in the space of nine months due to severe lung damage. The couple’s fears came true again when their son Buzby was diagnosed with the same condition at just three days old last year, but TMBU staff saved him and he is well on the way to making a full recovery.

Sean said: “If it wasn’t for TMBU, we would not have a family - all of our children have been premature and treated there. The team are outstanding and we love them dearly, they helped us through the darkest period of our lives.”

BSUH receives national recognition

A pioneering initiative to support trainee doctors and benefit patients has been shortlisted for a *Health Service Journal* Value in Healthcare Award. Specially selected healthcare assistants, are now supporting trainee doctors with paperwork and routine clinical tasks such as taking blood and inserting cannulas on inpatient wards. The project has been praised for improving services for patients and providing trainee experience and career development for healthcare workers.





New scan a “game changer” for men’s health

Grandfather of seven Chris Kitcher can vividly recall the moment he was shown a scan image of the tumours in his prostate gland. He was looking at an mp (multi-parametric) MRI scan, dubbed by some as the ‘manogram’, which is being pioneered at BSUH.

A major study published in *The Lancet* has found that the technique radically improves the accuracy of prostate cancer diagnosis. And the charity Prostate Cancer UK has described it as a “game changer” for men’s health.

The mpMRI scan can also help differentiate between cancers that require treatment and slow-growing tumours that can safely be left where they are, sparing men side effects such as impotence and incontinence from treatments they do not need.

Chris has praised the staff at BSUH saying: “...they’re absolutely amazing. I consider myself unbelievably lucky.”

“ The best midwives aren't
on TV, they're here ”



Call the Midwife writer cuts the cord at new midwifery hub

Harriet Warner, co-writer of the hit BBC One show, thanked real midwives when she cut a ribbon to launch the Hove Midwifery Hub. She told those assembled how the hub had already helped her, her partner and their baby.

“The hub has been the most wonderful experience for my partner Amanda and I and our baby Greta.

It's been amazing how well supported we've been across so many key milestones during pregnancy and beyond. Greta's the biggest thing that's ever happened to us and it's all down to the phenomenal care and support we've received through the hub and the Royal Sussex County Hospital. It's been such a comfort to feel so safe and reassured. The care we've had, we just could never put into words.

For years, through *Call The Midwife*, I've written about babies and cutting of cords and it's never felt more real for me. Now I get it, I really feel it. It's been so lovely to see that the care you might fear has disappeared absolutely hasn't. The midwives here have distilled what *Call The Midwife* is all about



– compassion and personalised care in the heart of the community. But the best midwives aren't on TV, they're here.

Amanda and I have really appreciated having such solid services on our doorstep rather than always having to come into hospital. There's been real continuity of care, familiar faces, an approachable and friendly feel to the place and we've also met other mums, couples and babies through the hub.

It's been really special all coming together and cutting the cord to mark and celebrate the opening of such a brilliant service which we'd be totally lost without.



The hub is the first of its kind in the South East. It will see up to 1,000 women each year for their ante and post natal care in an environment which is designed to be comfortable and calm.

Summer

New A&E area speeds up treatment



A new A&E area at the County Hospital, is speeding up the assessment of emergency patients arriving by ambulance. Three new cubicles provide a dedicated space to assess patients as soon as they arrive, reducing the need for them to have to wait in other areas and providing privacy and dignity. A receptionist is permanently stationed in the area using a computer on wheels and assessments are consultant-led between 12pm and 9pm; meaning patients can be directed to treatment sooner.

The creation of the new assessment area is part of a wider project and investment to improve the care and experience of patients in the emergency department.

Gold standard for cardiac rehab team

The BSUH cardiac rehabilitation team has been awarded the gold standard by the British Association of Cardiovascular Prevention and Rehabilitation - one of only 14 out of 300 in the country to achieve this.

The team offers patients with coronary heart disease a long-term programme, involving comprehensive assessment, prescribed exercise, education and counselling, together with the support of a multidisciplinary team to help them to achieve and maintain optimal physical and psychosocial health.



feeling safe **A SENSE OF COMMUNITY**
raising morale **sparking imagination**
eye catching PHOTOGRAPHS **making**
time similarity and difference **CONNECTIONS**
bringing people together **CREATIVITY** **A PAUSE**
EMOTIONAL TOUCHSTONES work life balance
PRESENCE an exchange **A TALISMAN**
reducing stress **WITH FEELING** **PEACE**
poetry something to hold on to movement
MAGIC a shared thing **OBJECTS**
CREATING SURPRISE **talking** **listening**
finding sanctuary consciousness
new friendships

Core values captured in 'Touchstones'

A new piece of artwork, 'Touchstones', which captures the core values of good care, is on display in the Barry Building at the County Hospital.

The artwork was commissioned by the Trust's art group, Onward Arts. It was designed and produced by artists Mary Hooper and Liz Orton, who worked with staff to capture quotes in response to the theme of the 'Emotional Touchstones' that help them maintain the core values of the six 'Cs' - care, compassion, competence, communication, courage and commitment.

Onward Arts was established to improve the experience of patients, visitors and staff and to create a healing environment for all.

“ The work the staff do here is wonderful... ”



Radiotherapy centre opens

Opened by Dame Judi Dench, the Park Radiotherapy Centre has modern equipment in new facilities, helping dedicated professional staff to deliver improved patient treatment and outcomes for cancer.

Almost half of all people with cancer have radiotherapy as part of their treatment plan and people who need radiotherapy often need daily treatment for a number of weeks. The Park Centre is part of a plan for radiotherapy in Sussex, so that patients in Brighton and Hove have shorter journeys during this critical time in their treatment.

The centre provides a type of radiotherapy known as tomotherapy. Advanced technology scanning provides a 3D image of the treatment area, so the radiation beams can be targeted according to the size, shape and location of the tumour on that specific day. During treatment, specialist staff can adjust the intensity and direction of the radiation beams in real time and the revolving beam treats tumours one layer at a time. Side effects are often minimised because less radiation reaches healthy tissues and organs.

Screen star, Dame Judi Dench, met the NHS team involved in making the radiotherapy centre happen and some of the patients benefitting from the new unit, at an opening ceremony.

“ Dame Judi said: “I am delighted to be able to officially open this wonderful new facility and to see some of the cutting-edge equipment that will be used to benefit patients living with cancer. The work the staff do here is wonderful and it was a pleasure to be able to speak with patients and to hear how important the treatment being provided at this new centre is to their lives.”



Fiona McKinna, a consultant oncologist and clinical lead for cancer services at Brighton and Sussex University Hospitals NHS Trust, said: “This is a vital service for some of our sickest patients and our new machines are at the cutting edge of cancer care. The Park Centre is a wonderful environment for patients and for staff.”

The Sussex Cancer Centre at BSUH cares for cancer patients across Sussex providing more than 17,000 oncology outpatient appointments, 9,000 chemotherapy episodes and 33,000 radiotherapy treatments every year.

Autumn

Our children's services are 'outstanding'



Our children's services achieving an overall rating of outstanding in the recent Care Quality Commission (CQC) report was a significant achievement for the Trust.

Nationally, only one dedicated children's hospital – the Evelina London Children's Hospital – has achieved an 'outstanding' rating, which highlights the high level of excellence in the services we are providing young people across Sussex.

In the report, parents were unanimous in their praise of the service and reported that staff went "the extra mile" to support them as well as their child.

Courtyard building opens to patients

The new Courtyard building is providing a high-quality environment to deliver even better patient care. Situated on level 6 next to the Thomas Kemp Tower, the area has 18 individual en-suite rooms and a large, four-bedded bay. Howard 1, 2 and the Grant wards, previously in the Jubilee building, are now in the new building.

Leigh Harvey, directorate lead nurse for Cancer Services, said: "The environment is so much better. Just the sheer amount of space we have for each patient compared to the Jubilee building is wonderful."





New Macmillan Horizon Centre takes holistic approach to patient care

Designed with input from people affected by cancer, the new Horizon Centre offers the support and services that patients in our community need.

The centre's volunteers offer and promote access to a range of complementary therapies to anyone affected by cancer, as well as their carers and families, and these are designed to supplement conventional treatments.

Alongside therapies such as relaxation techniques, massage and aromatherapy, there are also some new services such as a hair and wig service and a new benefits advice programme.

Situated just off Eastern Road across from the County Hospital, the Centre has been built in a partnership between Macmillan Cancer Support, the Sussex Cancer Fund and BSUH.



“ I’m now able to be the best mother I can be ”

Midwife gets Royal approval

A patient, who suffered from mental health issues during her pregnancy, and her midwife met the Duke and Duchess of Cambridge, as well as Prince Harry, at a special event on World Mental Health Day.

The young royals were launching *'Heads Together'*, an initiative to tackle mental health, at an exclusive event at the London Eye. They met with those who have struggled with mental health issues and the people who have supported them through the challenges.

Mitch Denny, a midwife at BSUH, was recognised for the support she provided local resident Morgan who suffered from mental health issues during her teenage pregnancy.

Morgan said: "I was worried I might not be allowed to have my baby and that I wouldn't be a good mum. When I met my midwife Mitch Denny, she immediately made me feel at ease and I was happy to share my anxieties with her.

"Mitch and the team were brilliant and really took the time to make sure I understood the importance of looking after myself – keeping healthy not just for my body, but also for my mind. Even after my daughter was born, I always felt like Mitch was interested in my welfare. She kept an eye on me and drew in the support of the perinatal health team.

"Mitch was there to help keep me on track so I'm now able to be the best mother I can be. Her support has also inspired me to become a midwife myself."

Mitch added: "Amazingly, Morgan's come full circle from receiving midwifery care and is now undertaking a course to deliver this very care herself.



"She's done so much to share her experiences around mental health during pregnancy. That's a very brave thing... this is all about breaking down any stigma that might exist, normalising mental health issues rather than labelling or pigeon holing people and teaming together to support those who may be going through difficult times. Morgan has been and continues to be a true inspiration.

"If you are experiencing mental health issues, speak with your doctor or midwife and draw in support from friends and family. You do not have to feel alone and you are absolutely not alone.

"Treating each patient as an individual is at the core of what we do BSUH. This way, we can deliver a tailored approach that's personalised and relevant for each patient, recognising that one size does not fit all."

Winter

Play Specialist tweets for the NHS



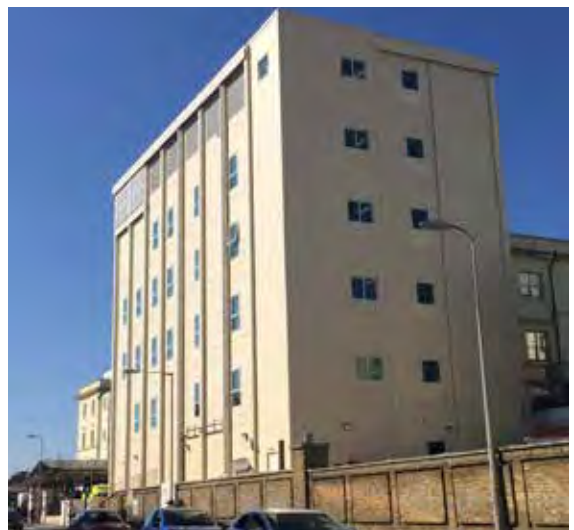
BSUH play specialist Amy Farmer was selected as the first curator of the year for a new NHS England Twitter feed, '@NHS'. Amy engaged with people across the country and beyond to shine the spotlight on the importance of play in hospitals and to stimulate ideas of how best to make further improvements.

Amy explains: "We have a phenomenal play centre and sensory room at The Alex. We use therapeutic play and distraction techniques to support patients and their families throughout the hospital journey, with the aim of minimising distress as much as possible."

Hanbury Extension clears the way

A new temporary building designed to meet the requirements of modern outpatient services has opened at the front of the Royal Sussex County Hospital site.

The Hanbury Extension will house Rheumatology, Physiotherapy, Nuclear Medicine and Radiopharmacy, leaving the way clear for the construction of the Stage 1 building, part of the 3Ts redevelopment project on the County site. The Stage 1 building, due to be complete in 2020, will include a new main entrance to the hospital and replace the wards and departments of the Barry building.





Armbands get patient approval

New 'armbands' have been introduced throughout the Trust to further improve patient experience. Staff now wear distinctive red identifiers on their arms labelled 'nurse in charge' or 'midwife in charge', to indicate the lead nurse or midwife at any given time.

The armbands are handed over like

a baton from one staff member to another at the end of a shift or before going on a break, making it crystal clear for fellow staff, patients and visitors who is in charge at all times.

The initiative is in response to patient requests to know who the senior nurse is during their stay in hospital.

“ We cannot thank them
enough for everything
they have done for us ”



The perfect Christmas present

Parents of our baby patients have thanked staff for giving them the perfect present over the festive period; a chance to be at home with their new baby.

After an anxious few weeks watching their little daughter gradually build up her strength, Natalie and Paul Jones were able to take baby Olivia home for the first time on Christmas Eve. She was born at the Princess Royal Hospital but was transferred to the Trevor Mann Baby Unit (TMBU) at the County after developing breathing problems.

Olivia spent six weeks in the TMBU. It was a very stressful period for her parents, who had to juggle being there for Olivia as well as looking after their other daughter, four-year-old Emily.

Paul said: “The care and treatment Olivia got from the staff has been brilliant. We cannot thank them enough for everything they have done for us – it was the best possible Christmas present.”

Natalie added: “She was quite poorly and it was very worrying but she gradually started to improve. We didn’t know if she would be well enough to go home for Christmas and we didn’t want to get our hopes up but thankfully it has all worked out.”



New mum Donna Laughlin also praised staff for helping her celebrate Christmas Day at home with her new baby. Donna’s seven-week-old daughter Cleo was admitted to the High Dependency Unit at the Alex with bronchiolitis, but was well enough to return home for the big day.

Donna said: “The staff have been brilliant but it is good to be able to get Cleo home.”

For parents and young patients who did have to stay in hospital over Christmas, extra efforts were made by staff to ensure the day was special.

There was a visit from Father Christmas, and presents were donated by Rockinghorse and the Early Birth Association. Thirty Christmas meal hampers were also donated by Aidan’s Project. The hampers provided a way for families to be together and have a meal with their little one in hospital.

