Making the move to our new Hospital

The first phase of unveiling Walsall Manor Hospital’s new facilities is now complete. The new state of the art buildings house the Family Health and Diagnostics Centre, the Outpatient and Day Case Centre and a new Manor Learning and Conference Centre. Linking with West Wing and Maternity, the new redevelopment will bring all the hospital’s services under one roof. The official opening of the ‘New Manor’ is scheduled for June 2011.

The Family Health and Diagnostics Centre with dedicated services for women and children, opened to patients and visitors on Monday 24 May. West Wing will be the main entrance for Maternity, the Family Health and Diagnostics Centre and most inpatient wards until the opening of the new entrance on Pleck Road in September 2010.

New patients who are scheduled to attend the Manor will receive a letter two weeks before their appointment stating where they need to go, complete with a new site map.

Patients already under the Manor’s care will be given this information when booking their follow-up appointment. For any outpatient appointments (apart from any appointments for women’s and children’s services) patients should continue to attend Sister Dora Outpatients until September 2010, as we will then be opening the new Outpatient and Day Case Centre and will be moving all of these clinics into the new facilities.

For more information, please see the website www.walsallhospitals.nhs.uk. If you would like a guided tour of the new Family Health and Diagnostics Centre or the Outpatient and Day Case Centre, please contact our GP Liaison Officer on 01922 656464 or by email to lucy.curtis@walsallhospitals.nhs.uk

Our Lowest Infection Rates for Nine Years

Back in April, Walsall Manor Hospital announced its lowest MRSA and Clostridium difficile figures in nine years.

MRSA figures more than halved, down from 21 in 2008/09 to 6 in 2009/10 with just three being hospital acquired and in just four years, hospital acquired cases of C. diff have been driven down from 382 to 74.

Over the last twelve months staff have been working hard to reduce the number of hospital acquired infections. Along with the ongoing ‘Give Infection the Elbow Campaign’ launched in 2009, to encourage staff, patients and visitors to clean their hands, the Infection Prevention and Control team also launched their first MRSA community screening programme in February.

Working closely with Nursing and Residential homes staff the Care Home Infection Prevention and Control Team will be screening residents to identify which are carrying the MRSA bacteria on their skin. Once identified, a simple, safe treatment will be offered to remove the bacteria reducing the risk of infection for that individual and the community.

Staff Survey Results

Figures released in March have revealed that Walsall Manor Hospital is making good progress in its staff satisfaction.

The yearly national Care Quality Commission staff satisfaction survey confirms that clear improvements have been made in a number of areas of staff working lives over the last 12 months.

Care Quality Commission registration

Walsall Manor Hospital has been accredited with Care Quality Commission registration. In the second wave of announcements, the Manor was one of 211 hospitals given a licence to provide healthcare services under a new, tougher system for regulating standards in the NHS.
At the forefront of technology...

The Walsall Informatics service is a shared service providing state-of-the-art information and technology solutions across the whole health economy. The service provides a range of Information Management & Technology services to Walsall PCT, Walsall Community Health, Walsall Hospitals NHS Trust and Dudley/Walsall Mental Health Trust. With a wide range of skills and experience in supporting clinicians both in the acute Trust as well as GPs out in the community.

At Walsall Manor Hospital, IT has become an integral part of patient care and has helped to streamline patient flows around the hospital.

Here we’ve provided an overview of some of the systems around the hospital, and the benefits they have provided to our clinical teams and the patients they treat.

FUSION – The patient-centred information system

Walsall Health Economy has been a leader in the development of an effective electronic care record for a number of years. The first in the area to implement a secure web-based patient information system accessible to clinicians, Walsall Manor Hospital has been working hard to further develop the functionality of the system for its users.

The system, as a conceptual model, started to be used at the Trust from 2001 with Fusion being fully implemented in 2004. The Fusion system has developed and evolved over the past five years and now has in excess of 1500 end users across the Manor Hospital and out in the community. Providing a single point of access to the hospital's systems and pulling together patient visit information, appointment enquiries, radiology and laboratory results, supporting the picture archiving communication system (PACS – electronic x-ray), patient care pathways and electronic discharge summaries (EDS), Fusion has become an integral part of service delivery.

Many of the developments in Fusion have been the direct result of user feedback and requests. In the most recent update, improvements have been made to make the electronic discharge summary (EDS) available via the clinical information tree and to highlight on the discharge status when patients are deceased. Both were requests from GP practices using Fusion.

The informatics team provide three releases of Fusion every year and hold a monthly Informatics Development Group Meeting to discuss ideas, improvements and change requests from users. If you’d like to forward any comments or ideas to the group, or even become a member of the development group, please contact Karen Chinn, IM&T Project Manager on 01922 721172 extension 7444.

Choose and Book – More appointments, More Clinics

When attempting to make an appointment via choose and book, it’s very frustrating to get the message ‘No Appointments’. For a busy GP practice, the process of booking appointments needs to be as quick and pain-free as possible and at Walsall Manor Hospital we have been working hard to improve appointment availability for practices.

Since October 2009, the availability of appointment slots has been steadily increasing from just 62% in August last year to 95% in May 2010. The Access team are continuously working to improve slot publication and to increase the number of services that are available via Choose and Book. All helping to ensure booking appointments is quick and easy for patients and practices.

If you’d like further information about the Access Team or referring to Walsall Manor Hospital telephone 0800 121500.

A&E Whiteboard

Information regarding capacity levels and the status of patients attending the accident and emergency department at any one time is essential to providing a safe and timely service to patients. Traditionally A&E departments relied on manual whiteboards and paper-based systems to record room availability and patient flows, however at Walsall Manor Hospital this has all changed with the implementation of the new A&E electronic whiteboard system.

Installed back in March 2008, the whiteboard provides A&E staff with real-time information regarding patient care, including the status of tests ordered, warning flags and radiology and laboratory results, and current waiting times. The system also links with the Fusion system, the Trust’s electronic patient record system, providing access to additional information to support patient care.

Patient pathways can be closely monitored from anywhere in the A&E department, ensuring patients receive organised and timely care throughout their visit to A&E. For staff, the whiteboard means the time that they would have previously spent on chasing information, is now be spent on direct patient care.
Walsall Manor Hospital is the first Trust in the UK to develop an intuitive concept utilising the electronic display of bed and patient management data. Named VISION, the system takes away the reliance of white boards and paper based systems, improving bed utilisation and patient care. Implemented in April 2009, the use of Vision on wards is now well established. Providing ward staff with ‘at a glance’ patient flow information through the use of colour coded symbols against a ward floor plan.

Displayed on 42” screens on each of the hospital’s wards VISION has already provided clinicians with new ways of working. Using data entered onto existing patient clinical and administration systems, VISION interprets and converts activity associated with a bed into a visible but simple display that is timely and accurate, whilst maintaining and respecting patient confidentiality.

It allows staff across the hospital to see quickly when beds are free, where the patient is with their treatment, patients waiting to be discharged, alerts regarding the availability of imaging and test results as well as MRSA screening results. Following the installation of the VISION concept, Walsall Manor saw the bed allocation process for planned admissions improve significantly.

The Informatics Department are currently undertaking a project to implement an Order Communications System (electronic requesting). This fully electronic system will integrate with existing GP clinical systems and replace the current method of paper referrals to the Imaging and Pathology Departments.

The new system will enable GPs and primary care clinicians to make electronic requests to imaging and pathology via their own practice system without the need for an additional login. Known as the ‘ICE’ requesting system, the new system is accessed from within a patient record and test requests are automatically populated with patient details, such as address, date of birth and name. To select the required test there are a range of tick boxes and options to add additional text. Once completed the required labels print out on a thermal bar code printer at the practice and the request is sent electronically into the Imaging or Pathology laboratory system.

The benefits of the new system include

- 24/7 requesting – no lost cards
- No wasted blood tubes
- Electronically produced labels with full patient details and bar code
- No handwriting
- Fully viewable history of all requests/results of patients
- Single log on from clinical systems and secure access

The pilot GP practices begin their trial in August with a full roll out from November onwards. The informatics team aim to roll out the system to four GP practices a week during the roll out period and will provide full support for the installation, testing and training to all practices involved.

If you require further information about the Order Communications project, please do not hesitate to contact Claire Black, Project Manager on 01922 721172 extension 7883 or Steve Harris, Systems Manager on 01922 721172 extension 6782.
New ENT Consultant –
Mr Attila Dezso

Walsall Manor Hospital welcomed a new ENT Consultant in March. Mr Attila Dezso joined the team of four ENT Consultants already at the Trust.

Originally from the beautiful city of Pécs in Hungary, Mr Dezso started his medical training at the University of Pécs and went on to specialise in ENT. After further specialist training in ear surgery and laser assisted otology procedures he moved to the UK in 1999 and joined the NHS. Carrying out his post graduate training in the North West and then at Guys and St Thomas’s Hospital, Mr Dezso completed fellowships in Neuro-otology and then in Cochlear implantation.

In addition to treating general ENT conditions, Mr Dezso’s special interests include otology, neurotology and implantation otology along with adult and paediatric audiology and the management of vertigo and dizziness.

Outside of work, Mr Dezso is a keen distance runner and has a love of music and the arts. He also plays the clarinet.

OTHER TRUST NEWS

Hip Arthroscopy and the Physiotherapist

The use of hip arthroscopy to investigate hip and groin pain is an area that Mr Munawar Shah, consultant orthopaedic surgeon at Walsall Manor Hospital is keen to promote for patients suffering undiagnosed hip pain.

Less invasive than previous surgical investigations, hip arthroscopy can be used to investigate, diagnose and treat hip problems for those patients whose condition has failed to respond to medications or physiotherapy.

With the number of hip arthroscopy procedures increasing at the Manor, Mr Shah recognised that improving physiotherapists understanding the procedure and the aftercare required is vital in ensuring a good patient experience and recovery.

The ‘Hip Arthroscopy and the Physiotherapist’ event held in January 2010 provided physiotherapists with the opportunity to learn more about hip arthroscopy and caring for patients following the procedure. The meeting was attended by over 67 physiotherapists from across the region.

Fran Clarkson, specialist physiotherapist at the Manor Hospital provided the physiotherapists perspective of hip arthroscopy and her experiences of rehabilitation and aftercare for patients undergoing the procedure.

New Consultant Colorectal Surgeon –
Miss Sarah Addison

The newest member of our colorectal team, Miss Sarah Addison, joined the hospital as a Consultant Colorectal Surgeon in January 2010. Having previously worked at the hospital as a Surgical Registrar during 2007, Sarah knows the colorectal team and Walsall Manor Hospital well.

After attending medical school in Birmingham, Sarah did her basic training in and around the West Midlands. In 2003 she started her registrar training and spent six weeks with Dr Jim Fleshman at the Washington University in St Louis, USA studying pelvic floor dysfunction.

Main areas of her work are in functional bowel disease, inflammatory bowel disease and colorectal cancer. Sarah’s special interest is in pelvic floor dysfunction and benign colorectal disorders such as faecal incontinence.

Sarah joins our three consultants Steve Odogwu, Tim Muscroft and Rob Church and team of three colorectal specialist nurses Elaine Swan, Jane Sidebotham and Kirsi Cutler.

Future plans include setting up a women’s clinic for gynaecology and bowel problems, namely pelvic floor disorders – which very often go hand in hand. It is planned that by September the clinic will be held once per fortnight initially. Sarah would also like to work in collaboration with the urology team to assess and treat urinary and faecal incontinence together, ensuring continuity of care for patients and improved communication for GPs.

Retirement of Mike Browne

Walsall Manor Hospital’s Mike Browne has announced his retirement this summer, nine years after being appointed as Medical Director.

Mike who has worked for the hospital for a total of 23 years has agreed that he will return to the Manor on a part-time basis to continue his work on improving the Manor’s quality of services as well as patient safety. Mr Amir Khan currently Associate Medical Director for planned care, will be taking on the post of interim Medical Director from October 2010.

If you would like any further information on anything featured in this newsletter, please contact Lucy Curtis on 01922 656464.