

choose

South Tyneside NHS  
NHS Foundation Trust

Harton Wing  
South Tyneside District Hospital  
Harton Lane  
SOUTH SHIELDS  
Tyne and Wear  
NE34 0PL

Dear Member

## **MEMBERS' UPDATE – MARCH 2011**

I hope you all enjoyed reading the Members' Update letter which was sent out to you in Autumn last year. You will know that the NHS has been asked to make some financial savings so we plan to send these letters to you rather than a glossy magazine and I hope you will understand our reasons for doing so.

### **1. ELECTION OF GOVERNORS**

Elections took place in December 2010 for Public Governors in Hebburn, Jarrow and East Shields areas and for Clinical and Non Clinical Staff Governors. I hope that you received your election pack and used your vote! This is a list of your Governors, with newly elected Governors marked in red:

#### **Public Governors**

Carole Prince & Bill Brady  
Maisie Winship & Alan Reece  
Alban Cassidy & Mary Carruthers  
Patricia Anthony & **June Elsom**  
Tom Defty & George Waddle  
Richard McIntosh & **David Patterson**

*West Shields*  
*Boldon, Cleadon, Whitburn*  
*Riverside*  
*East Shields*  
*Jarrow*  
*Hebburn*

#### **Staff Governors**

Kevin McBride & **Marion Langley**  
Rob Bolton & **Hemendra Gandhi**

*Non Clinical*  
*Clinical*

### **2. OPERATION THANK YOU 2010**

The 2010 Awards Ceremony was due to take place in November 2010, at Temple Park Leisure Centre where we had intended to announce the winners of Employee of the Year, Team of the Year and Volunteer of the Year. Unfortunately, this was just when the snow was at its deepest and the decision was made, reluctantly, to cancel the event. We will be re-organising the event to celebrate our Thank You awards early in the new financial year.

### **3. ANNUAL MEMBERS' MEETING**

The Annual Members' Meeting on 6<sup>th</sup> December 2010 was a great success and thanks to the many members who came along and took part in the tours to the following areas:-

- The new Emergency Centre - where we held a quiz with a prize of a luxury hamper which was won by one of our Public Members, Mrs. Clare Allom. **We are very proud of this wonderful new development which has been extremely busy since it opened.**

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- An Operating Theatre
- The Catering Department
- The Endoscopy Unit
- There was also a display by our wonderful volunteers who are always looking for new members to support their valuable work.

We hope to arrange a similar event for the Annual Members Day on 5<sup>th</sup> December this year – more news in the next newsletter!

#### **4. MEDICINE FOR MEMBERS EVENTS**

Thanks to all public and staff members who have come along to our recent Medicine for Members presentations. Our next events are as follows:-

- i. ***STROKE SERVICES – 2.30 p.m. on Tuesday May 17th in the Lecture Theatre, Education Centre, South Tyneside District Hospital. PLEASE NOTE: this will be a joint event led by Dr. Jon Scott, our Consultant Stroke Physician, and the North East Ambulance Service***
- ii. ***ACUTE RESPIRATORY ASSESSMENT SERVICE – 2.30 P.M. ON THURSDAY 14<sup>TH</sup> JULY 2011 (venue as above)***

Light refreshments will be available half an hour before the presentations.

As you know, these are free for members and are designed to give you more information about some of the services we offer here at South Tyneside. If you would like to come along, please telephone our membership line on (0191) 202 4121, leave your name and address and we will send a ticket out to you.

#### **5. MEMBERSHIP**

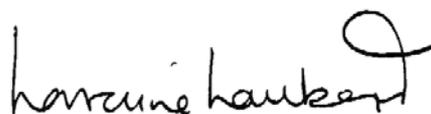
We are always keen to increase our membership numbers. If you know anyone who would like to be a member, please let them know that they can join online at [www.stft.nhs.uk](http://www.stft.nhs.uk) or they can telephone our membership line (0191) 202 4121 and our staff will be happy to help. You must be 16 years or over and live in South Tyneside.

We would be grateful if you could let us have a note of your e-mail address if you are happy to receive information by e-mail in future. This will help us to save on printing and postage costs. Please let us know by using the telephone number above or by e-mailing [chris.morgan@stft.nhs.uk](mailto:chris.morgan@stft.nhs.uk).

Please also let us know of any change of address or other details so that we can continue to keep you informed of what is happening in South Tyneside NHS Foundation Trust.

You can also check our website which is [www.stft.nhs.uk](http://www.stft.nhs.uk)

Thank you for your continued interest and support. With very best wishes.



**Lorraine Lambert**  
**CHIEF EXECUTIVE**

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## **BRIEFING NOTE**

### **TRANSFORMING COMMUNITY SERVICES**

You may have heard of the Government's strategy to separate the purchasing of NHS services (commissioning) from the provision of services so that Commissioners can focus on buying quality services free from the burden of delivering patient services. This means that, where services are currently commissioned by Primary Care Trusts, in the future this will be done by GPs.

South Tyneside Foundation Trust will continue to have responsibility for hospital services for South Tyneside but as a result of these changes we will also take on responsibility for the provision of community services for South Tyneside, Gateshead and Sunderland. This will mean that our budget will increase from £100 million to approximately £200 million and staff will increase from 2,300 to 5,500 staff.

We have taken time to consult the staff who will transfer to South Tyneside NHS Foundation Trust when the Transforming Community Services process is complete and involve them in discussions.

In terms of our membership and Governors, it will be necessary to make a number of changes in order to ensure that patients and carers in Sunderland and Gateshead who receive services from community health staff can be appropriately represented. Proposals are currently being discussed by the Board of Governors but these include:-

1. Reducing the number of Public Governors in South Tyneside from 12 to 9
2. Introducing four Governors in Sunderland and four in Gateshead to represent patients and carers
3. Increases to the range of "Appointed Governors" who represent organisations including the Local Authority, voluntary services, higher education establishments, etc.

Our Chief Executive, Lorraine Lambert, has been holding regular "Open Forum" sessions for staff to give updates on work which has taken place so far and to answer any questions which staff might have.

We will keep you informed as the process goes ahead.

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## QUALITY ACCOUNTS

As part of our commitment to providing an excellent service to our patients we produce a Quality Account (QA) which is an annual report to the public about the quality of services we deliver. Our Quality Account forms part of our Annual Report and is published on the NHS Choices website [www.NHSchoices.com.uk](http://www.NHSchoices.com.uk).

We think it is important to ask our members what you would like to see in our Quality Account to be sure we cover the performance measures that matter to you.

Our proposal is to concentrate on the following key measures:-

Infection Control - Keeping infection rates as low as possible.

Stroke Services - Demonstrating how high quality stroke care improves outcomes and quality of life for these patients.

Patient Reported Outcome Measures - Gathering feedback about how patients rate the impact of a number of specific surgical treatments.

Caesarean Section Rates - Keeping the number of Caesarean Sections to below 20% of total births in line with best practice.

Falls in Hospital - Setting a challenging 5% decrease in numbers of patients who fall whilst in hospital.

Early Warning Scores (EWS) - Identifying at an early stage where a patient's condition is beginning to deteriorate to measure how well we are able to react to the changing needs of our patients.

4 hour A&E Target - Making sure that the majority (95%) of patients are seen, treated, admitted or discharged from our emergency department within 4 hours.

Pressure Ulcers - Reducing the number of patients who develop pressure ulcers in hospital.

Responsiveness to Patient Need - Measuring how we score in the national patient survey

Heart Failure Effectiveness - Aiming to improve our scores against a number of specific heart disease measures

Maintaining cancer standards Providing quality clinical services in a timely and effective manner for cancer patients is always a priority for the organisation.

We will also focus on learning from patient complaints and concerns and on making sure our planned service developments deliver excellent quality for our patients.

**We would like to hear what you feel about our proposed measures and are especially keen to hear if you feel there are any other measures we should include this year.**

Your comments can be sent to [steve.jamieson@stft.nhs.uk](mailto:steve.jamieson@stft.nhs.uk) or you can contact Sylvia Rees on (0191) 202 4007.