

inthe news

The newsletter for Basildon and Thurrock University Hospitals

March 2008 – Issue 34

Matrons honour dedicated colleagues

Matrons at Basildon University Hospital highlighted some of the unsung heroes who work at the Trust, in their twice-yearly awards ceremony.

The behind-the-scenes dedication of the Trust's Patient Advice and Liaison Service (PALS) was recognised when the team scooped the Matrons' Award.

Julia O'Sullivan, Rose Murphy and Wally Whitehill received a bottle of champagne and £150 worth of vouchers, donated by Basildon estate agents, Hunt Roche.

The team was nominated by matron Karen Lee, who said: "The role that the PALS plays in helping to maintain high standards within the Trust is immeasurable. Staff deal with complex and difficult situations but carry on tirelessly to achieve peace of mind for patients and relatives."

Matrons at the Trust launched their awards three years ago, to thank hospital staff who go beyond the call of duty.

Volunteer Ashton Watts was highly commended for his selfless service to the hospital and was awarded a certificate and a bottle of champagne. Ashton retired two years ago from his post as head storeman at the hospital, but has

continued working as a volunteer. He was nominated by Eileen Palmer, Support Services Manager, who said: "Ash volunteers three days a week, helping out when staff are on leave or sick, which saves the Trust money. His dedication is over and above his duties and he is very well-liked."

Bottles of bubbly also went to the Haematology Day Unit team, Gary Cordery from Medical Equipment Management Services and Matt Barker, Administration and Risk Co-ordinator, who were commended in the Matrons' Awards.



Julie Hickman, Head of Nursing Education and Training, presents awards to the winners.

Eggstra-special prizes for Giraffe appeal



Efforts are gathering pace at the Trust to purchase two new specialist incubators for premature babies. Already nearly £3,500 has poured into the Giraffe Appeal, and this month there is a chance to win three huge Easter treats in a prize draw.

The Trust is aiming to raise £60,000 to buy two Giraffe Omnibeds, with advanced features that allow clinical staff to give even better care to infants in the Neonatal Intensive Care Unit (NICU).

A local mother, whose baby was born 13 weeks prematurely, is holding a raffle at her workplace in aid of the Giraffe Appeal. Tracey Hughes, from Basildon, whose son Johnde spent 8 weeks in NICU last year, is offering prizes of perfume and aftershave to staff and students at City University in London.

Next month, the Giraffe Appeal will be represented in the 2008 London Marathon, as three

runners from Essex pound 26 miles of pavements to raise money for the new incubators.

The Giraffe Appeal was officially launched on Tuesday 5 February, and since then staff members Ali Jones and Angus Wyatt have raised £732 with their guess-the-giraffes'-birthdays raffle. The two cuddly

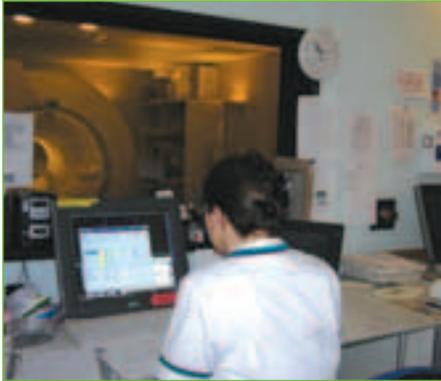
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See inside for your four page guide to Personnel and Organisational Development Directorate

Leaning towards efficiency



Last year, the average waiting time for an MRI scan at Basildon University Hospital was six months. It is now six weeks. This dramatic improvement was achieved by applying principles used by some of the world's most successful businesses, and the Trust hopes that more similar changes will make life better for patients and staff.



Lean thinking has cut waiting times for MRI scans

On the face of it, the tenets of 'Lean' thinking, pioneered by car manufacturer Toyota, are so obvious that we'd like to think we all worked that way anyway – not wasting resources; maintaining a steady flow of work; keeping things orderly.

But, says Sarah Noon, a former nurse who has worked at the Trust since 1987, it's a fact of life that most of us unconsciously settle into working methods that are not necessarily best for customers, clients or staff, simply because that's the way things have always been done.

Sarah, who managed the Endoscopy Unit for nine years before becoming a nurse practitioner, is now the Assistant Director for Service Improvement and IT. She is responsible for encouraging everyone in the Trust to start thinking 'lean', by making the most of time and resources to improve the service for patients and working conditions for staff.

"Putting patients first is an absolute priority, and talking in 'management-speak' does not go down well with clinical staff who are on the frontline and rushed off their feet," she says. "But this is simply about encouraging people to look at simple changes they could make to benefit patients and themselves."

Sarah recently spent a week observing in the A&E department. "I want to identify the things we can improve, and it seemed sensible to start at the front door. Staff know where bottlenecks

exist, they understand the practicalities and can see if patients are having to jump through unnecessary hoops."

Examples of lean working methods being adopted at the Trust include:

- Redesigning the booking system in the Imaging Department. The booking of all imaging appointments is now centralised and has a new telephone system. People are now seen in chronological order and the aim is to ring all patients with appointment dates to further reduce the 'did not arrive' rate.
- Introducing a patient tracker role to help the smooth transition of all the patients through the Imaging Department.
- Decluttering. Staff will be asked to go 'minimal' and allowed time to clear out unused equipment and other untidiness. This will allow for more thorough cleaning as well as saving time and space. Some wards have already started this process and there is very positive feedback about the impact this has.
- Standardising and improving the layout of anaesthetic rooms, so that drugs and equipment can be found easily.
- Reducing surplus stock. For example, if stationery is over-ordered, it may be out of date before it is used, and it's harder to find in overfull cupboards. The Service Improvement Team is working with the material management team to improve layouts of store rooms and to prevent stockpiling.
- Standardising of wards and departments. There will obviously be some variation depending on specialisations, but as far as possible, wards should be laid out in the same way. If drugs are kept in the same place they can be found easily and there is less chance of dispensing errors being made. Keeping commonly used disposables in the same location will make them easier to find by staff who move from one ward to another.

Lean awareness training is now on offer at the Trust, and can be booked via the Education and Training department.

Sarah says that the best ideas come from the staff. "I firmly believe we can't go in and tell people how to do their job. We can give advice, but the people doing the work are in the best position to identify the changes that will most benefit patients."

Lesley Hearn, Lead Radiographer:

"Ever since we started MRI scans seven years ago, we arranged appointments by batching, meaning that we took orthopaedic cases one day, neurology cases another, and so on. But this meant we had a very long waiting list and there was no reason for it, other than it was how things had always been done. Orthopaedics have a huge number of patients and it was hard to fit them all into the available sessions.

By booking patients in chronologically, we have reduced the wait to six weeks. It's much better for patients, radiography staff and clerical staff. If people have to wait a long time for a scan they become anxious and their symptoms may change. We now get very few calls from GPs asking for patients to be brought forward because we are on top of our waiting list.

Because the waiting time is shorter, people are less likely to forget appointments, and clerical staff routinely call patients to remind them to come in. This means there are fewer 'no-shows', although we still have a problem with some people not turning up. It only costs 20p to make a call, which can save £600 for a missed scan."



Deep clean steams ahead

A sparkle is appearing around Basildon University Hospital, as the deep clean programme takes effect. Several wards and areas have been steam-cleaned, scrubbed and disinfected, and although we have only just started in earnest, there have already been comments that the place is looking brighter.

The deep clean has been completed in children's wards Puffin, Penguin and Wagtail, along with NICU and maternity wards. Fleming, William Harvey, Elsdon and Mary Seacole wards have also had the 'full works', and so have A&E, and the Medical and Surgical Admission Units.

Florence Looi, Facilities Manager, said: "The deep clean is going very well. There have been occasional delays because of bed capacity, but that is to be expected in a hospital, especially at this time of year. However, we are on track to complete the main clinical areas by the end of March."

The Trust is committed to providing a clean, tidy environment for patients and to that end, the deep clean programme is now planned as an annual event. Plans for next year are already being prepared.

The Trust is continuing to make steady progress in controlling infection rates, with just 2 cases of MRSA during October to December, 2007. In the same period, there were 47 cases of Clostridium difficile (C diff), compared to 127 during October to December 2006.

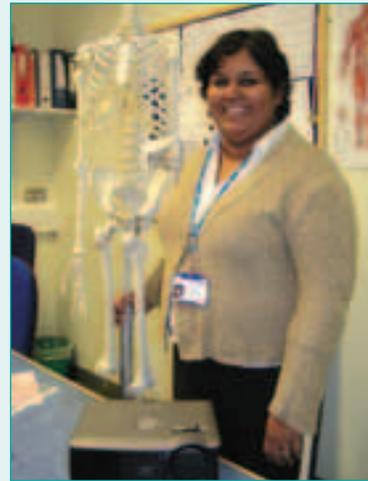
Maggie Rogers, Director of Nursing, said: "The figures are reassuring, but we must keep up our efforts and remain constantly vigilant about complying with infection control measures."

Sharing knowledge brings rewards

The lack of an overhead light projector was becoming an annoying inconvenience in the Physiotherapy Department, so two members of the team decided to put their shoulders to the problem.

Usha Matthias, Orthopaedic Physiotherapy Practitioner, and Tim Peckham, Consultant Orthopaedic Surgeon, ran a number of courses for physiotherapists in Essex on the diagnosis and treatment of shoulder pain.

They raised £600 and used it to buy a light projector for their department. Usha explains: "We did not have one of our own before. When we did training sessions we had to borrow one. On one occasion we had a guest speaker and we couldn't get the projector to work because we weren't familiar with it, which was rather embarrassing."



Usha Matthias, physiotherapist, and Harry the skeleton with the new projector

They plan to continue offering external training sessions, and want to buy a new skeleton next, to replace Harry, who is missing a few bones.

Let patients check surgeons' success rates

Patients should be able to check the performance record of surgeons to help them choose where to go for treatment, says Basildon University Hospital consultant, Mr Bernard Ribeiro.

Mr Ribeiro, speaking in his capacity as president of the Royal College of Surgeons, said that success rates for all forms of surgery should be available to the public. Currently, only cardiac surgeons are subject to this scrutiny.

Mr Ribeiro, whose three year term as College president ends in July, said his remaining key objective was to persuade the profession to accept assessment, for the benefit of patients. "Trust is a big issue in medicine. Trust comes with information. The patient with information will trust the doctor," he added.

Dr Stephen Morgan, Medical Director at Basildon University Hospital, said: "Provided an accurate assessment of surgical outcomes can be made, the Trust would welcome this approach as we encourage openness in the organisation."

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toys (born on 11 April and 22 November) were won by Anne, a cleaner with Aramark, and Jacqui, who works in the medical requests office at Sovereign Park.

Sally Shean, Technical Services Manager in Pharmacy and Sterile Services, sold homemade cakes and donated the proceeds of £280, and cakes given by staff for the launch evening made a further £250. Eastgate shopping centre in Basildon

has donated £2,157 to date, raised by customers buying toy giraffes. To buy tickets for the Easter Prize Draw, at £2 each or £5 for three, or if you have an idea for the Giraffe Appeal, contact Lorraine Baker, Fundraising Manager, on ext 4198.

Electronic wizards!

Gary Cordery, Section Manager of Medical Equipment Management Services (MEMS), has always been fascinated with electronics. When he was 12 years old, he wired his bedroom door handle up to the mains to keep his brother out! He now applies his expertise very responsibly, taking care of medical equipment at the Trust.

“There are six of us in the MEMS team at the moment, and we look after most of the patient-treatment equipment, from cardiac monitors and defibrillators, to simpler pieces like ear thermometers. We’re responsible for 11,000 items, worth a total of £24 million. We don’t cover the imaging equipment because it is too specialised.

“When The Essex Cardiothoracic Centre opened, that added another 1,500 items in our care. We helped set up the theatres and sat in on operations to monitor all the new equipment. I really enjoy that, but for some of the team it was the first time and they found it a bit queasy!

“We are all qualified in electronic engineering; we are always available during weekdays and we have three workshops on site. We need to recruit two more staff, and there has been a decline in interest in science subjects, so it can take time to find the right candidates. They may have electronics experience, but in the medical world you also need people skills. You have to work on equipment that is connected to people, so you have to be polite and considerate.

“A lot of patients do make the same jokes when we turn up – like can we get Sky TV for them. But we don’t



‘Electronic wizards’: some of the MEMS team

mind, it’s better that they feel well enough to have a laugh. We look after pressure relieving mattresses, where the patients may be elderly or very ill, so we need to put them at ease and not alarm them, and also have a good relationship with the clinical staff.

“I find ventilators the most emotive equipment, because they keep people alive. The contact with patients makes my job much better. I can’t see that being shut away in workshop would be so good.

“About half our work is routine maintenance, and the other half dealing with breakdowns. There is a risk score for each piece of machinery, depending on the clinical and technical impact if it fails, and life support devices are routinely tested.

“We also help clinical teams decide what equipment to buy. They know what they need, and it’s up to us to make sure that we buy the right stuff for the best patient outcomes at value for money.

“Just about everything is repairable, and I do mend a lot of our household electronics at home. They always say, don’t marry an engineer because you’ll never get anything new.”



Gary Cordery checks on cardiac monitoring equipment in CTC

Quality information for patients

Good quality patient information can support staff to communicate effectively with patients, playing a key role in helping to ensure that patients fully understand their treatment and care.

The Trust’s updated Patient Information Policy and Procedure are now available on the Intranet, in the Documents/Controlled Documents section. The guidelines are designed to ensure that all patient information produced by the Trust is high quality, consistent and accurate.

Any member of staff wishing to produce information

for patients should first take a look at the policy and procedure. The documents provide a clear framework for the type of information that leaflets for patients should include and the process for getting the information produced. No patient information should be produced that has not been through this process.

All staff have a responsibility to ensure that they are providing patients with good quality information, and to report unacceptable production of patient information.

If you have any questions about the production of patient information, please contact Debbie Crisp on ext 8702 or Luenne Featherstone on ext 3057.

Leading light in medical education

A consultant at Basildon University Hospital has been appointed a senior member of the organisation that oversees postgraduate medical education in Britain.



Dr Ian Barton

Dr Ian Barton, Consultant Renal Physician, is the East of England representative on the National Association of Clinical Tutors (NACT UK) Council. He will

act on behalf of

clinical tutors from Essex, Hertfordshire, Cambridgeshire, Bedfordshire, Suffolk and Norfolk, and will be responsible for raising local issues at national meetings.

NACT UK is highly influential in postgraduate medical education. It is seen as the body which brings a realistic perspective to national policy because the clinical tutors are practising consultants who understand life at the coalface.

Dr Barton said: "This role is a real honour, and will allow me to raise the profile of the Trust and strengthen our position as a centre of academic excellence."

To make time for this new opportunity, Dr Barton has stepped down as one of the Trust's Foundation Training

Programme Directors, but remains the Postgraduate Clinical Tutor and Chairman of the Local Task Force. Mr Mike Imana is now the sole Foundation Training Programme Director for the Trust.

... and top teachers!

A number of Trust consultants have been recognised for their contribution to medical education. Mr Rahim Haloob, Mr Taleb Jeddy, Dr Zaheer Mangera and Dr Paul McGovern all received a certificate and Dr Aron Lal was commended, by the Royal Free and University College Medical School.

Students from the London school were asked to nominate teachers they found most inspiring during their studies at different teaching hospitals. Tutors who receive the most votes are given a certificate for distinguished teachers.

Barbara Contopoulos, Education and Training Administrator, received an Excellence in Education Award, the first administrator to do so.

Encouraging new blood

Consultant Haematologist Eric Watts turned recruitment consultant for a day, when he took part in a medical careers fair at Guy's Hospital in London.

Eric, who has worked at Basildon University Hospital for 18 years, volunteered to run workshops designed to give students a taste of the work done by haematologists, and talk to them about the skills needed for the profession.

The Health Fair is part of a national programme called 'Aim Higher', and is designed to encourage students who would not normally consider a career in medicine.



Consultant Haematologist Eric Watts talks to students at medical careers event in London

Medics and the media

It was a full house in the Education Centre on 28 November for the inaugural Basildon University Hospital Lecture about public expectations of what doctors can and cannot do in this era of consumerism and media hype and snipe.

Parveen Kumar rose admirably to the challenge set by Mike Imana, Chair of the organising committee, to ask, "Can doctors meet the expectations of the masses and the media?"

"When Mike suggested this title for my lecture, I thought, well, that won't take long, the answer's No!", she joked in her introduction. But she then went on to give a thoroughly entertaining and almost forensic insight into why she felt perceptions of what was possible could never quite be matched in the real world.

With a string of impressive appointments to her name, including former president of the BMA, Chairman of the Health Commission and Vice Chair of the Royal

College of Physicians, Professor Parveen Kumar CBE was a prestigious speaker to kick off this series of lectures. She told the 120-strong audience of consultants and other hospital doctors, GPs, managers and medical students: "Our target-driven environment leaves no time for debate, discussion and networking. An ideas forum such as this is excellent and I am honoured to be your first speaker."

She was most complimentary about the Trust. "I have been struck on a previous visit and again tonight by the palpable 'togetherness' that there is in this organisation between medical and managerial staff. You can see immediately that it is a happy hospital!"

Secretary of the organising committee, Rehman Khan, said that he was delighted by the turnout and thanked the many pharmaceutical and equipment companies who had exhibited and made the event possible by their sponsorship.

The lecture was the first of what will become a regular forum for thought provoking discussions into the broader aspects of the NHS and the provision of healthcare.

Help build a strong foundation for our Trust

Most of us are prepared to put the world to rights over a cup of tea, but are we prepared to make even a little effort to actually change things for the better?

The point of a Foundation Trust is that it is owned and controlled locally and is accountable to the community. The more members tell us what they think, the better we can gauge the quality of services we provide and make improvements.

Members of the Trust:

- Can make their views heard through the Governors that they nominate and elect.
- Are consulted on future plans and services and are notified about elections for the Board of Governors.
- Are kept up-to-date on news and developments at Basildon and Orsett Hospitals and receive our Members' newsletter, The Foundation Times.
- Are welcome to attend Board of Governors Meetings, which are held five times a year, and the Annual Members' Meeting. The dates of meetings are advertised in the Foundation Times.

We want more local people to join our NHS Foundation Trust, and have a say in how their hospitals are run, and we are asking everyone who works for the Trust to spread the word.

Staff are automatically members, and your input into the running of the Trust is invaluable. As the people at the 'coalface', you give crucial insight into how good our service for patients is, how easy it is for you to work effectively and efficiently, and how things could be improved.

Please tell your family, friends and neighbours that they can have a real influence on the services the Trust provides, and how we plan for the future. Membership is free and being a member does not take up a lot of time; it's up to the individual how involved they want to be.

Information about becoming a member is available at:

www.basildonandthurrock.nhs.uk and follow the Membership Information link or from:

The Foundation Membership Office,
Basildon and Thurrock University Hospitals NHS Foundation Trust
Freepost Licence ANG70012
Basildon, Essex, SS16 5NL

tel: 0845 155 3111 ext 8975 email: foundation@btuh.nhs.uk

Membership Application forms can also be found around the hospital in public areas.

If you are involved in a community or voluntary group, or other local organisation, we can come and talk to your group about our Foundation Trust and becoming a member. Please contact the Membership Office for more information.

Trust staff governors

There are currently eight staff governors:

Barbara Mills, *Health and Safety Trainer*

Matthew Barker, *Risk Management Co-ordinator, Outpatients*

Karen Bates, *Clinical Safety Manager*

Jenny Bebbington, *NVQ Co-ordinator*

Geoff Brindle, *Chief Biomedical Scientist*

Helen Mattock, *Capital Accountant, Finance Department*

Lynne Cook, *Head of Midwifery and Gynaecology*

Sally Shean, *Technical Services Manager, Pharmacy and Sterile Services Department*

Elections are being held this month for two Basildon staff governors and one Orsett staff governor.

Health and safety training

The Trust will be holding four study days during 2008 for staff who would like to qualify for the British Safety Council Level 1 Award in Health and Safety at Work. This is a nationally recognised qualification.

Each one-day course is followed by a multiple choice exam approximately ten days later.

There are 100 places available, on the following dates:

Study day: Mon 14 Apr, 9am – 4pm, Room 6, CTC

Exam: Tues 22 Apr, 9am – 11am, Room 6, CTC

Study day: Mon 2 Jun, 9am – 4pm, B3 Education Centre

Exam: Thurs 12 Jun, 9am – 11am, Room 4, CTC

Study day: Fri 5 Sep, 9am – 4pm, Room 4, CTC

Exam: Tues 16 Sep, 9am – 11am, Room 6, CTC

Study day: Mon 15 Dec, 9am – 4pm, Room 6, CTC

Exam: Tues 23 Dec, 9am – 11am, Room 6, CTC

The courses are free to Trust staff. For bookings and more information, please contact Karen Ellwood, Health and Safety Risk Adviser, on ext 3909.

Benefits of the job

The Trust is holding a recruitment day on Saturday 15 March and a range of discounts and benefits for staff will be on offer. The event will be held in the Education Centre, Basildon University Hospital, from 9am to 4pm. You will need to show your Staff ID at the entrance.

Organisations attending include Costco, the wholesaler cash and carry and Moat and Swan Housing, who provide key worker and shared ownership houses.

There will be information available on discounts available to NHS staff, childcare facilities within the local area and various trade unions who are represented at the Trust, including Unite, Unison and the RCN.

The Trust is seeking to recruit permanent and temporary workers, qualified nurses and unqualified clinical support workers. If you know of anyone who may be interested in attending, please ask them to contact the Personnel Department on 0845 155 3111 ext 3242.

Eat, shoot and tee-off for charity

A charity sporting day, organised by a local business, is aiming to raise money for the parents' accommodation at Basildon University Hospital.

RBK Services (UK) Ltd, an electrical services company based in Upminster, is hosting a golf tournament and clay pigeon shoot on Thursday 8 May. Guests can choose a day on the green, open to all handicaps, at Warley Park Golf Course in Brentwood, or a shoot in the grounds of The Woodman pub in nearby Stapleford Abbots. A full English breakfast and buffet lunch will be served to everyone, followed by an evening function with three course meal, wine and entertainment in the Lakes View restaurant at Warley Park.

Special room rates are available at the nearby Palms Hotel for Wednesday 7 and Thursday 8 May.

This is the twelfth year that RBK has run the event, in aid of Ronald McDonald House Charities, which provides 'home from home' accommodation for the families of children in hospital.

This year's proceeds will help to pay for the ongoing running costs of the house at Basildon University Hospital, which opened in September 2005. Ronald McDonald House provides a calm and comfortable haven for parents of premature and seriously ill babies and children. Housekeeper Mandy Stibbs takes pride in keeping the accommodation immaculate, and the visitors' book is full of grateful comments.



Appreciative comments in the visitors' book for Mandy Stibbs, Sally Brown and all the staff in Childrens' Services

Sally Brown, Children's Services Matron, said: "This is a wonderful facility which comforts and reassures parents. We really appreciate all the donations we receive to help keep it in such perfect order."

For details of the event, or to sponsor or make a donation, please contact Kevin@rbkservices.co.uk, or tel: 01708 222826

Choose and book booming

More and more patients are being referred to the Trust via the new online booking system that links GPs to hospitals.

Choose and Book allows people a choice of place, date and time for their first outpatient appointment, once their GP has referred them for hospital treatment.

Patients can choose their appointment time while they are seeing their GP, or book it later when they have checked a convenient date with work or family. To do this, they take home a request for referral, and either call the designated Appointments Line or go online to the Healthspace website, using their Unique Booking Reference Number.

Direct electronic booking was launched at the Trust in January 2006. Take-up was slow at first,

with only 84 patients referred via Choose and Book during the first three months. But the system is now very popular, with 3,100 bookings in January this year. This represents 40 per cent of referrals, and the figure is still rising.

The Trust is continually expanding the services offered on Choose and Book, to encourage more patients to seek treatment with us.

Appointments line:
0845 60 88 888

Online appointments:
www.healthspace.nhs.uk

For more information on Choose and Book:
www.chooseandbook.nhs.uk

New payslips

The first new-look payslips have been issued, following the introduction of the national Electronic Staff Record system at the Trust. If you have any queries about your payslip, please contact the Personnel Department, on ext. 3242.

Dial 4567 for cleaning

The domestic cleaning service at Basildon University Hospital can now be requested via the Estates and Facilities Helpdesk. All you need to do is dial ext 4567 and report the task that needs doing to the helpdesk operator.

The Helpdesk will then send you an email confirming details of the job, and a number. It will also give a target time within which you should expect the task to be completed. This will depend on the priority assigned to the job.

You need to be a registered user to make a request, but anyone can register to use the new system. If you have previously used the Estates Helpdesk you will already be registered, but if not, the Helpdesk Operator will ask for your contact details.

The Facilities Helpdesk, ext 4567, is open from 8.30am to 4.30pm, Monday to Friday.

Please avoid reporting non-urgent cleaning tasks before 10am and after 4pm as these are the busiest periods.

Outside these times, calls will be automatically transferred to the main switchboard who will take your request and contact the cleaning team.

Please continue to call ext 1234 for general maintenance requests.

Family commemorate Mum with donation to William Harvey Ward

Patients with mobility problems receiving care in William Harvey Ward will benefit from new equipment, thanks to a kind donation from a local family.

The daughters and husband of the late Mrs Maggie Clark, also known as Rose, who passed away in Basildon University Hospital aged 85, presented a cheque for £1,020 to ward manager Alan Coyle. Christine Carter said: "When Mum was in hospital the staff showed so much compassion to me and my sister, and were so professional. "We felt we really wanted to give something back to the hospital for everything they did, so we started collecting from family and friends, and everyone was so generous."

The donation will pay for a turntable to help patients move more easily from bed to chair, and for a hoist to assist patients to the toilet.



Mrs Clark's daughters Jean Dennis and Christine Carter, and husband Arthur Clark, with William Harvey Ward staff

Alan Coyle said: "This equipment will give our less-mobile patients more independence. We are extremely grateful to Mrs Clark's family for their kind donation."

Relaxing treatment for haematology patients

A new day unit was officially opened in Orsett Ward last month, which will give patients with blood disorders greater comfort during their treatment.

The Haematology Day Unit at Basildon University Hospital provides treatment for people with a wide range of blood conditions. Many of them have malignant blood disorders for which they receive regular chemotherapy. In September 2007, the day unit relocated to Orsett Ward, the hospital's dedicated cancer ward. The unit treats about 19 patients every day, and the move has helped staff ensure that they receive continuity of care and have easy access to expert resources.

There are also other big improvements for patients, many of whom have to spend several hours a day in the unit receiving their treatment. The spacious room boasts five reclining chairs

and five portable DVD players and a television, paid for with donations from patients. There is also tea and coffee making facilities, and an en-suite toilet.

Matron Karen Edwards explains: "It is important for patients to be close to specialist staff, and for them to be as comfortable as possible, as they may be here for up to

seven hours."

Officially opening the Haematology Day Unit, Trust Chairman Michael Large said: "I am delighted we have this excellent facility for patients, and it is wonderful we received so many generous donations. It is another example of us trying to improve our patients' experiences by listening to what they tell us."



Trust Chairman Michael Large celebrates opening of new day unit with haematology staff

News extra

A raft of extra titles has been added to the East of England Strategic Health Authority's online journal collection, covering more specialties and professions than ever before. New additions range from Spine to Circulation and from American Journal of Occupational Therapy to Accident and Emergency Nursing. The New England Journal of Medicine and The Lancet are in there, and so is Journal of Advanced Nursing. These are in addition to the 1,700 plus titles already available.

All titles are available from the MyLibrary section of the National Library of Health www.library.nhs.uk

A list of the East of England subscriptions is also on the Eastern Electronic Library for Health and Social Care website www.eel.nhs.uk

To access them from any internet-connected computer, you need an NHS Athens password. You can register for the password and get to all the journals from www.eel.nhs.uk.

For more information please contact the library: library@btuh.nhs.uk tel: 0845 155 3111 ext 3594.

As ITN went to press, finishing touches were being made to the multi-storey car park at Basildon University Hospital. Rob Speight, Assistant Director of Estates, said, "We had hoped that the car park would be ready in February, but a few foggy mornings delayed progress. We now hope to open in early March."