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Useful websites

TRFT Website
www.therotherhamft.nhs.uk

Monitor, the independent regulator of NHS Foundation Trusts
www.monitor-nhsft.gov.uk

Care Quality Commission
www.cqc.org.uk

Care Quality Commission (TRFT page)
www.cqc.org.uk/directory/rfrpa

NHS Choices
www.nhs.uk

Patient Opinion
www.patientopinion.org.uk

If you have any questions or comments relating to any information in this document or any Trust service, please contact feedback@rothgen.nhs.uk

All information is accurate as at quarter ending September 2013.
Welcome to The Rotherham NHS Foundation Trust

The Rotherham NHS Foundation Trust is a modern, progressive Trust, with a reputation for clinical excellence and efficiency. The Rotherham NHS Foundation Trust was one of the first 35 Trusts in England and Wales to achieve NHS Foundation Trust status; it has developed a reputation as a thriving and successful organisation achieving recognition at local, regional and national levels.

On 1st April 2011, Rotherham Community Health Services integrated with Rotherham Hospital to become part of The Rotherham NHS Foundation Trust.

The Trust provides a wide range of health services to the local community of Rotherham and to an increasing number of patients from further afield. The Trust operates a large number of services from sites across Rotherham including Rotherham Community Health Centre (RCHC), close to the town centre and the hospital site situated just two miles south of Rotherham town centre. Doncaster Dental Care also forms part of the Trust, operating from the ‘Flying Scotsman Centre’ located in Doncaster.

The Rotherham NHS Foundation Trust aims to be a leading healthcare provider which is responsive to the needs of its patients and the communities it serves. The Trusts’ vision and mission statements set out its goals and aspirations now and in the future, informing future development and direction.

Vision
Our vision is to build a healthier future together.

Mission
Our mission is clear. We believe that health care is not a job, it’s a passion. We stand for equal access for all based upon your needs, no matter who you are or where you come from. We stand for prompt access to high quality care. We provide care in a clean, safe and friendly environment which is delivered with skill and compassion by a remarkable team of people – our staff.

We approach challenges with optimism and believe laughter is sometimes the best medicine. We support you and those who care for you in any way we can by promoting your clinical, physical and spiritual wellbeing.

We believe you need to look after yourself and to take responsibility for your own health seriously. If you need us, we’ll be here, helping you to decide what’s best for you.

We are The Rotherham NHS Foundation Trust and we care for you.
Our values
Working with our staff, the Trust has developed a set of six core values. These values are important statements about the culture we wish to build as an organisation – it is not just what we do that is important, it is about how we do it that carries equal if not greater weight.

These core values therefore represent statements and commitments about how we should work together, the standards we should expect of one another, and the way in which we should manage our relationships with patients, colleagues and the wider community.

Our core values are:

1. **Compassion**
   We treat everybody as individuals, showing dignity, kindness and compassion. We respond with humanity and kindness to each person’s pain, distress, anxiety or need. We do not wait to be asked. We find time because we care.

2. **Together**
   We strive to improve health and well-being. We believe that each member of our team makes a valuable contribution towards delivering excellent patient care. We value professionalism. We talk and listen and we rely on each other.

3. **Respect**
   We respect people’s aspirations and commitments in life and seek to understand their needs whilst maintaining their privacy. We treat everybody with courtesy and respect and provide them with a healthy and nurturing environment where they feel supported.

4. **Safe**
   We earn trust by putting safety first. We make people feel secure and safe in our care. We take pride in the quality of care we provide. We accept praise and criticism in equal measure and when we make a mistake we learn from it.

5. **Right First Time**
   We are accountable for our use of public money and take this responsibility seriously. We use our resources wisely for the benefit of the whole community and make sure nobody is excluded or left behind. We know that when we waste resources, we waste opportunities.

6. **Responsible**
   We are proud to be part of the community. We are conscious of our impact on the environment, on the economy and on society and we embrace opportunities to make a positive impact on our community.
Key achievements 2012/13

The Trust has achieved many notable milestones on its journey over this year. These include:

- Full compliance with the registration requirements of the Care Quality Commission meeting all of the 16 essential standards set out by the CQC (whose role is to check all hospitals in England to ensure they are meeting government standards - www.cqc.org.uk).
- Amongst the lowest waiting times in the UK and we consistently achieve the 18 week referral to treatment target.
- The Trust being named runner up in the ‘Best Waste Recycling Project’ for its work on waste management projects.
- The opening of the new Oakwood Community Hospital providing an innovative solution to improve patient pathways.
- An unannounced inspection by the Care Quality Commission (CQC) which found that the Trust is meeting essential standards of quality and safety. The Review of Compliance Inspection was carried out as part of a schedule of national reviews. The inspection team observed how people were being cared for and talked to staff and patients at the Rotherham Hospital site. The inspection focused on what it is like to be a patient in TRFT, how patients are treated by staff and their involvement in making choices about their care, as well as the quality and choice of food and drink available.
- The refurbishment of the Park Rehabilitation Centre, as a result of capital investment from NHS Rotherham, which has enabled the Badsley Moor Lane site to become part of the vision of the rehabilitation village.
- Announcement that the Trust was one of the CHKS 40 Top Hospitals Award winners again for 5th consecutive year.
- The opening of the Trust’s Workplace Health & Wellbeing Centre (WHWB), which provides occupational health services for over 30 external organisations. The centre was awarded the prestigious Safe Effective Quality Occupational Health Service (SEQOHS) accreditation.
- A visit by the Chief Executive of the NHS, David Nicholson, to Breathing Space (our in-patient and out-patient facility for those suffering with chronic lung disease). This led to the Trust being identified as amongst the most forward-thinking Trusts in the country in developing the future model for healthcare.

Headline financial figures

<table>
<thead>
<tr>
<th>Turnover/Income</th>
<th>Actual</th>
<th>Plan</th>
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<tbody>
<tr>
<td>2012/13</td>
<td>£234.2M</td>
<td>£225.5M</td>
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Where our income comes from

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>NHS Rotherham (Primary care Trust)</td>
<td>77%</td>
</tr>
<tr>
<td>Other Primary Care Trusts</td>
<td>12%</td>
</tr>
<tr>
<td>Education, Training and research</td>
<td>2%</td>
</tr>
<tr>
<td>Non-patient services</td>
<td>1%</td>
</tr>
<tr>
<td>Other income</td>
<td>8%</td>
</tr>
</tbody>
</table>

Where we spend it (expenditure)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages</td>
<td>65%</td>
</tr>
<tr>
<td>Drugs</td>
<td>6%</td>
</tr>
<tr>
<td>Supplies and Services</td>
<td>10%</td>
</tr>
<tr>
<td>Property Expenses</td>
<td>4%</td>
</tr>
<tr>
<td>Depreciation</td>
<td>4%</td>
</tr>
<tr>
<td>Impairments</td>
<td>1%</td>
</tr>
<tr>
<td>Dividend and interest</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
</tr>
</tbody>
</table>
Governance

Our Council of Governors is the ‘voice’ of local people and sets the direction for the future of the Trust, based on Members’ views. Governors are elected by their fellow Members to sit on the Council of Governors. More information on the Council of Governors, including details of Governors and minutes from previous meetings can be found on the website and at www.therotherhamft.nhs.uk

Council of Governors
Public Governors - elected by fellow Members
Ann Ashton       Wentworth North
Terry Barker      Rotherham South
Sylvia Bird       Rotherham North
Jean Dearden     Wentworth South
Bridget Dixon     Rother Valley South
Gordon Forster   Wentworth Valley
Jan Frith         Rest of England
Jeffrey Gudgeon  Rother Valley West
Graham Barry Jenkinson   Wentworth Valley
Cherry Kipling   Wentworth South
Anne Selman      Rotherham North
Cynthia Shaw     Wentworth North
Sandra Waterfield Rother Valley South
Dennis Wray      Rother Valley West
Abul-Abbas Zaidi Rotherham South

Staff Governors - elected by staff
Rose Davis        Professional Nurses & Midwives
Catherine Ripley  Other Health Professionals
Dr Firas Al-Modaris  Medical and Dental
Sandra Lewis      Other Directly Employed NHS Staff
Vacancy           Support Staff to Health Professionals

Partner Governor Organisations
Jean Flanagan     Sheffield Hallam University
Vacancy           Sheffield University
Sarah Lever       Rotherham Primary Care Trust
Ken Wyatt         Rotherham Metropolitan Borough Council
Carole Haywood    Rotherham Partnership
Janet Wheatley    Voluntary Action Rotherham
Azizzum Akhtar    Rotherham Ethnic Minority Alliance (REMA)
Vacancy           South Yorkshire Police
Vacancy           Barnsley and Rotherham Chamber of Commerce

Board of Directors
Non-Executive Directors
Christopher Langley   Interim Chairman
Mark Edgell          Non-Executive Director
Gabrielle Atmarow    Non-Executive Director & Senior Independent Director
Alison Legg          Non-Executive Director & Vice Chairman
Lynn Hagger         Non-Executive Director
Barry Mellor        Non-Executive Director
Joe Barnes          Non-Executive Director

Executive Directors
Louise Barnett      Interim Chief Executive
Jan Bergman         Director of Transformation/Deputy Chief Executive Office
George Thomson      Executive Medical Director
Tracey McErail-Burns Chief Nurse
John Somers         Chief Financial Officer
Trisha Bain         Acting Executive Health Informatics Officer
Trust Membership

Our Members
As a Foundation Trust we have a representative and engaged Membership and we are committed to ensuring those who join as Members are actively engaged with the Trust and the work of the Council of Governors.

Why become a Member?
If you want to contribute and have your say in how we run the Trust, Rotherham Hospital and our wider services then become a Member.

Membership allows the local community to express their support for the Trust but it also enables people to get involved, have their voice heard and play an active part in our future development. As a Member, you will have the opportunity to get involved as much or as little as you choose – there is no obligation, it’s really up to you.

Who can become a Member?
All of those aged over 16 can become a Member of the Trust. It’s as simple as that. If you are a member of the public you become a Public Member and if you are a member of staff you become a Staff Member. Public Membership is open to people living in the Rotherham Metropolitan Borough Council area or the ‘Rest of England’. Public constituencies are divided into eight geographical areas and Members in each area elect Governors to represent them, with two Governors per constituency.

What are the benefits of being a Member?
Membership is free. As a Member, you will:

- Receive regular information about developments at The Rotherham NHS Foundation Trust and the services we deliver
- Be invited to comment on future plans, take part in surveys, attend special events or join working groups to ensure your views are taken into account
- Vote for fellow Members who put themselves forward to be elected to the Council of Governors
- Be eligible to become a Governor yourself, to help develop the future direction of services

For more information visit www.therotherhamft.nhs.uk and click on Get Involved or call us on 01709 427800.

The Trust has over 14,000 Members. This includes Public Members and Staff Members.

Patients

Number of beds
The hospital has 500 beds on its main site on Moorgate Road.

Population served
The population of Rotherham is approximately 257,000, approximately 7.5% of which is made up of ethnic minorities.
Recent developments

Opening of the Oakwood Community Hospital
The Trust opened Oakwood Community Hospital which provides a ‘step up’ facility for patients who cannot remain at home or who need ‘step down’ care from an acute hospital bed and is situated on the same site as Rotherham Hospital. The development of the service provides an innovative solution to improving patient pathways of care and is part of TRFT’s plan to reduce hospital admissions through providing as much care in the community as possible. This year also saw the introduction of the Care Co-ordination Centre, a nurse-led service provided to GPs that, where appropriate, diverts patients from the hospital to appropriate alternative services within the community.

New Post Natal Ward
After successfully securing NHS funds for Improving Birthing Environments, The Rotherham NHS Foundation Trust has transformed the Maternity Ward to provide improved and more personalised Post Natal accommodation for new mothers and their babies.

As part of the transformation, the new Post Natal Ward at Rotherham Hospital has been relocated and converted to provide enhanced accommodation, with en-suite facilities for each of the four bays and four single rooms, a fully equipped Infant Feeding Room, and an altogether more spacious and welcoming environment for mothers, babies and their families. The integrated Antenatal Day Unit also provides comfortable sitting and self-catering facilities for Day patients and a television area for Ward patients to use during the evening.

The private and modern Infant Feeding Room is available to new mothers on the ward, equipped with breast feeding equipment, fridge storage, comfortable chairs and breast feeding support videos, alongside the availability of breast feeding co-ordinators, who are also on the ward to give advice on infant feeding issues. The ward is now also inclusive of a wider, more central reception desk, a staff break-out room and a dedicated Paediatric Assessment Unit.

The bright, spacious and calm environment transforms the Post Natal Ward and has a really positive effect on the patient experience and staff morale. Ward Manager, Lesley Matthews said: “We are really pleased with the new ward; it has provided benefits for both patients and staff, with improved facilities, more space, and a cooler, more modern atmosphere which is pleasant for staff to work within.”

The second Purple Butterfly Suite opened in Rotherham Hospital
The Purple Butterfly Appeal unveiled a second Purple Butterfly Suite at Rotherham Hospital where patients who are unable to spend their last few days at home, can be cared for with the support of their relatives, carers and friends.

The new suite is located near to the hospital’s Stroke Unit and is a home from home facility, providing patients and their families with a private and calming environment. The suite is equipped with specialised lighting, comfortable seating and essential facilities such as a kettle, microwave, private bathroom and sleeping facilities for families to stay overnight if required.

The Purple Butterfly Appeal, part of the Rotherham Health Foundation, was established to raise funds to enhance the care which can be provided at the end of life. The appeal raised over £60,000 for this new suite, which was generously supported by The Comfort Fund, the Special Events Committee, local businesses such as The Holiday Inn, Rotherham and the Rotherham Titans as well as donations from staff, patients and the public.
Recent developments

Primary Ear Care and Audiology One Stop Service
The Audiology and Ear Care team at Rotherham Community Health Centre provides a one-stop service for patients with hearing loss to have their ears and hearing assessed, and their new hearing aids fitted, in just one single appointment. Any patient aged 55 and over, presenting with gradual, bilateral hearing loss, can self-refer to this new service. Patients are seen within six weeks of their referral and will be assessed and fitted with their device and nurses will also be available to remove wax and treat infections.

Any Rotherham GP or other Health Professional can refer by telephone, Choose & Book or by letter. The Primary Ear Care and Audiology service was also one of the first in the country to provide privately funded hearing aids for higher specification solutions. The service continues to work with suppliers to develop improvements in hearing aid design. The latest innovation, which can be used in the majority of hearing loss cases, does not require an impression to be taken. The unique dome-shaped device uses thinner tubing to provide an even more discreet, comfortable fit.

New Busy Bee’s onsite nursery
On-site childcare provider, Busy Bees opened its doors to its new purpose built nursery at Rotherham Hospital, providing a greater range of facilities for young children. The new nursery has been specifically designed to meet the needs of children aged three months to five years and will provide fantastic new facilities, including a secure access system and a large outdoor play area designed for each age group.

The nursery has a unique design and features a Maritime themed baby room consisting of beaches and boats, a spring season theme for the toddlers and a Transport theme for the Pre-schoolers. The new garden provides a range of outdoor learning experiences with a combination of textures and learning objectives for all age groups and nursery also provides freshly cooked meals, and delicious snacks. This new purpose built nursery provides a great childcare service for the general public and also for TRFT staff who are also eligible for discounted childcare fees.

The Centralised Product Prescribing Service
Since 2009, the Trust’s Continence Service has been responsible for prescribing all continence related equipment to patients who are registered with a Rotherham GP. This service has been well received by patients and has consistently proved to be both cost and clinically effective. In 2011 a small pilot commenced to establish whether similar benefits could be achieved using the same model to prescribe stoma related equipment. The pilot project proved to be very successful and as a result, a new Centralised Product Prescribing Service for patients requiring continence and ostomy products was commissioned.

The new service model enables patients, who are registered with the service, to request prescriptions by telephone or email. When requesting their prescription, patients have the opportunity to discuss with staff any product related problems they may be experiencing, with arrangements being made for a review with a specialist nurse as necessary. Since October 2012, almost 600 patients using ostomy products have transferred over to the Centralised Product Prescribing Service and feedback received via Patient Opinion has been very positive. Patients requiring ostomy products report that they appreciate the support offered and find the process of ordering their prescription much quicker.
Recent developments

Enhanced Facilities at the Darshane Unit
Services at the former Urology Outpatient Department at Rotherham Hospital, have been moved to another facility within Rotherham Hospital which has been named after a much loved consultant who sadly passed away.

The Darshane Unit was unveiled recently by Mr Darshane’s wife and daughters in the presence of many of his former colleagues. Mr Darshane was a popular and well respected Associate Specialist in Urology at Rotherham Hospital who suddenly passed away in September 2011.

The naming of the Darshane Unit is a fitting tribute to the dedication of Mr Darshane and this unit brings services together to create an improved environment for patients which will ensure that the Trust can see patients as quickly as possible and deal with their requirements efficiently, enhancing the quality of care that it provides.

24 hour ECG monitoring service
The Trust successfully launched an open-access service for 24 hour ECG monitoring, for GPs who wish to investigate patients at low risk of significant cardiac pathology. The service was commissioned by South Yorkshire and Bassetlaw Cluster, with a view to promoting early diagnosis within the primary care setting. A specific set of referral criteria was agreed within the service specification. All aspects of the service, including the fitting of the recorder, analysis and interpretation of the results are carried out by the Cardiology department, supported by fully qualified Clinical Physiologists and Consultant Cardiologists.

Theatre Admissions Unit extension
The Theatre Admission Unit (TAU) opened in February 2010 with an aim to provide a calm and welcoming environment for patients preparing for their surgery and to contribute to the on-going management of patient admissions. This unit prevents patients from having to stay in hospital unnecessarily prior to their operation. Since TAU opened, it has seen an increase of over 1,000 patients each year.

To respond to this growing demand and increase their capacity to process admissions; the team submitted a bid for an extension of the unit and they were successful! The extension, which has now been open for about three months, has enabled the unit to create an additional waiting area, providing more spacious waiting rooms for patients, as previously these could be a little cramped due to the growing number of patients attending TAU. The unit previously has nine admissions rooms, and have now increased this to 12. These additional rooms will allow for all admissions for Day Surgery to be managed in TAU, enabling the Day Surgery team to focus all of their time on post-operative care.
Badsley Moor Lane site

Rotherham Intermediate Care Centre (RICC)
The Rotherham Intermediate Care Centre, located on Badsley Moor Lane, is a joint partnership between Rotherham Metropolitan Borough Council and The Rotherham NHS Foundation Trust.

The centre provides rehabilitation facilities within a day setting for the people of Rotherham. The centre works as an intermediate care hub, bringing together therapists, specialist mental health workers and support workers who are providing services to promote and maximise independence following a patient’s recent episode in hospital, change in functional abilities or a worsening of their long-term condition.

Park Rehabilitation Centre (PRC)
The Park Rehabilitation Centre, based on Badsley Moor Lane, opened in 1991 to accommodate services such as Physiotherapy, Occupational Therapy and Speech and Language Therapy provided by TRFT.

As well as therapy services, the building also provides a vital community hub for the surrounding area, which frequently uses PRC as a venue for activities such as dance classes and swimming lessons for youngsters. A review of PRC took place in 2011 and saw the facility’s services scrutinised in partnership with NHS Rotherham and local people to ensure that the centre was providing the best services possible for the Rotherham population. The outcome of this was that the facility was revitalised and made into the heart of a rehabilitation village. Refurbishment works took place at the centre throughout 2012 and included both external and internal works which has transformed the facility into an energy efficient, modern and safe resource for the borough.

BreathingSpace
Breathing Space, based at Badsley Moor Lane, is a community service in Rotherham for people with Chronic Obstructive Pulmonary Disease (COPD) and other respiratory conditions and their carers. Breathing Space provides the following services:

- Pulmonary rehabilitation (a breathing exercise and education programme) – six week outpatient programme
- 20 inpatient beds providing care during acute episodes
- Full oxygen assessment service including assessment for ambulatory oxygen
- Lifestyle and education sessions
- Smoking cessation support and advice
- A residential breathing exercise and education programme (up to seven days)
- Respite care for people with a known respiratory condition (up to seven days)
- Hospice care for appropriate people with chronic respiratory disease
- Education for all involved in caring for people with COPD and other respiratory conditions

Support to health care services in the management of patients with COPD and other respiratory conditions, including support with early supported discharge and admission avoidance 24 hour helpline for patients, carers and healthcare professionals.
Rotherham Community Health Centre (RCHC)

The Rotherham Community Health Centre (RCHC) is located close to Rotherham town centre and provides a base for a number of community services which transferred to The Rotherham NHS Foundation Trust on 1st April 2011 including:

- Adult Services including District Nursing
- Therapy Services
- Intermediate Care and GP with Special Interest (GPwSI)
- Children’s Services including Health Visiting, School Nursing and Complex Care
- Health and Wellbeing Services including Smoking Cessation, Contraception and Sexual Health
- Audiology and Dental Services

Partnership working

Rotherham Equipment & Wheelchair Service (REWS)

Rotherham Equipment and Wheelchair Service (REWS) is a joint integrated NHS and Rotherham Metropolitan Borough Council (RMBC) service dedicated to the provision and support of people in receipt of assistive aids to daily living, nursing and mobility equipment. Services at REWS include:

- RMBC Assistive aids to daily living equipment service
- RMBC Sensory equipment
- NHS Homeloan equipment service
- NHS Wheelchair assessment service
- NHS Wheelchair equipment service
- NHS PATCH (The Prevention of Accidents to Children at Home) service
- NHS/RMBC Equipment Installation service
- NHS/RMBC Equipment Collection service
- NHS/RMBC Equipment Maintenance and Repair service
- NHS/RMBC Equipment Decontamination service

Kimberworth Place

Kimberworth Place is a state-of-the-art hub for services helping children and young people in Rotherham. Developed in partnership with RMBC and NHS Rotherham, the centre was transferred to The Rotherham NHS Foundation Trust in April 2011.

Services based at the centre include:

- Child and Adolescent Mental Health Services
- Learning Disability Services (including Hearing Impaired Team, Visually Impaired Team, Autism Communication Team and the Special Education Needs Team)
- A new Disability Short Break Facility
- Community Children’s Complex Health Care Nursing Service
- Physiotherapy
- Occupational Therapy
- Speech and Language Therapists

The services within the centre work with children, young people and their families from across the whole borough.
Ongoing projects, Recognition and awards

**Friends and Family Test at TRFT**
The Department of Health introduced the Friends and Family Test across all hospitals across the country from 1st April 2013 and The Rotherham NHS Foundation Trust (TRFT) uses the test in our adult inpatient wards, the A&E department and from the 1st October 2013, the Maternity settings. The test is given to a patient following their treatment or stay in hospital and asks the patient whether they would recommend the Trust to their friends and family based on their experience. Patients can rate their recommendation on a scale of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’ and there is also an opportunity to give their main reasons for their answer. The test is an important opportunity for patients to provide feedback to TRFT on the care and treatment they have received and help us to make positive changes to further improve patient care and experience.

**Secured by Design Award - Association of Chief Police Officers**
The Oldfield Centre, which houses the bereavement centre and TRFT’s Patient Services department, was awarded a ‘Secured by Design’ award from the Association of Chief Police Officers for TRFT’s achievements in ‘designing out crime’. It also houses the new mortuary which provides up-to-date, safe and modern facilities for Rotherham and ensures a more dignified and appropriate setting for bereaved relatives, friends and staff. This replaces the dated facilities that were once housed on A Level in the main hospital building.

**Environmental Business Award - the Barnsley and Rotherham Business Awards 2012**
Our continued commitment to being an environmentally responsible Trust was also recognised when we won a Highly Commended Award in The Environmental Business Award section of the Barnsley and Rotherham Business Awards 2012 for the introduction of the ‘Sharpsmart’ container system. This reusable solution helps to dispose of needles safely and securely and is helping the Trust to reduce its carbon footprint.

**Safe Effective Quality Occupational Health Service Accreditation**
Our Workplace Health & Wellbeing Centre that provides occupational health services for over 30 external organisations ranging from public, private and third sector organisations was awarded the prestigious Safe Effective Quality Occupational Health Service (SEQOHS) accreditation which puts the service in the national elite of occupational health providers in the country.

**Silver Award - RoSPA Occupational Health and Safety Awards**
The Trust’s approach to occupational health and safety has been recognised nationally in an awards scheme run by the highly respected safety charity, the Royal Society for the Prevention of Accidents (RoSPA). TRFT achieved the Silver Award in the RoSPA Occupational Health and Safety Awards 2013. To achieve this award, the Trust proved their on-going commitment to raising health and safety standards by providing evidence of a good health and safety management system. The Trust was assessed against strict judging criteria for ten key performance indicators; some of which included:

- How the organisation involves the workforce and their representatives in occupational health and safety
- How the organisation ensures that occupational health and safety information is communicated effectively
- How the organisation ensures that all employees and contractors are competent to fulfil their roles in occupational health and safety
Ongoing projects, Recognition and awards

TRFT and Strata e-Referral System reached finals of HSJ Care Integration Awards

The Trust and partner Strata Health UK Ltd. were shortlisted for this year’s prestigious Care Integration Awards. The Trust and Strata received the nomination for its role in supporting co-ordinated treatment across musculoskeletal (MSK) care services, specifically Inpatient Nursing teams, hospital Physiotherapists, Occupational Therapists and Intermediate Care Services. However it also recognised the use of Strata more widely across the Trust. The Awards from the Health Service Journal (HSJ) and Nursing Times received the highest ever number of entries, making this year particularly competitive. They celebrate excellence and recognise organisations and individuals who are at the forefront of offering integrated care, to ensure that local health and wellbeing needs are better understood and addressed. The Strata system is used at the Trust to enable clinicians to communicate more easily and consistently with one another across all sites at the hospital and in the community. The system enables e-referrals between many of the hospital and community services and helps to deliver a transparent service; working jointly as a unified team.

Nomination for ‘Clinical service of the year’

The eye clinic at Rotherham Hospital, part of TRFT was nominated for a national award after outstanding praise from their patients. Shakti Thakur, Consultant Ophthalmic Surgeon, and the Macular Service were in the running for the ‘Clinical service of the year’ title as part of the Macular Society’s Awards for Excellence. The nomination recognises their exceptionally good practice in the care of people with macular degeneration. Age-related macular degeneration (AMD) affects the central vision and is the most common cause of sight loss in the UK. More people are affected as our population ages. ‘Clinical service of the year’ is an award for medical staff, teams or services which provide diagnosis or treatment for macular disease, and which demonstrate exceptionally good practice in the care of people with central vision loss.
Visitors

Recent visitors include:

- Local MPs regularly meet with our Chairman and Chief Executive in order to receive corporate updates and visit services within the Trust.

- The Mayor of Rotherham regularly visits the Trust. He has recently visited to attend the Volunteers Celebration Event and the unveiling of the Trust’s second Purple Butterfly, end-of-life suite.

- Professor of simulation Bryn Baxendale (Queens Medical Centre) and Nick Gerolemou (Limbs and Things) to spoke at a simulation development event held at the simulation suite in Rotherham Hospital.

- Professor Kevin Fenton, National Director of Health and Wellbeing for Public Health England (PHE), recently visited Rotherham to learn more of the Weight Management services commissioned by the Rotherham Public Health service, part of the Rotherham Metropolitan Borough Council and Rotherham’s journey to achieving award winning and nationally recognised services.

- Sir David Nicholson KCB, CBE - Chief Executive of the NHS in England, visited The Rotherham NHS Foundation Trust in May 2012. Sir David was accompanied on his visit by Dame Barbara Hakin OBE - Managing Director of Commissioning Development at the Department of Health and Professor Sir Bruce Keogh CBE - Medical Director of the National Health Service in England

- TRFT also received a second visit by the Chief Executive of the NHS, David Nicholson, to Breathing Space (our in-patient and out-patient facility for those suffering with chronic lung disease)

- The Trust recently welcomed the Bishop of Sheffield, Steven Croft, to Rotherham Hospital to visit the Chaplaincy team and have a tour of the chapel.

Web and social media

The Trust’s website can be found at: www.therotherhamft.nhs.uk

The Trust uses the social networking tool Twitter to communicate important messages and news to patients, staff and members of the public. The Trust’s Twitter feed can be followed by searching for @RotherhamNHS_FT

Trust staff are also kept up to date via the Trust’s intranet site, inSite, which is only accessible to staff. Trust policies, news, contact information and department information can be accessed through inSite.

Trust publications

- **Newsweek**
  Formulated weekly consisting of news from around the Trust. This is distributed to the media, staff and key stakeholders. Past editions or Newsweek can be found on the Trust website at www.therotherhamft.nhs.uk/newsweek/

- **GP Choice**
  Operational information for all GP’s in Rotherham sent quarterly.

- **Your Choice**
  Magazine for Members.

- **Foundations**
  Charity and community involvement news.

- **Chief Executive’s Weekly Update**
  Shared amongst staff via the staff InSite and shared with the public and stakeholders on the Trust’s website and within the local newspaper, the Rotherham Advertiser.
Celebrating TRFT in the news

Cancer patients at the Trust receive some of the best care and support in England

A recent National survey shows that cancer patients at The Rotherham NHS Foundation Trust are receiving some of the best support and care in England. Rotherham came fourth in a league table measuring patient experience across England, according to new analysis by Macmillan Cancer Support, based on research commissioned by NHS England. The league table compares the performance of hospitals across England based on measures of patients’ experiences while being treated in hospital such as: whether their diagnosis and treatment options were explained clearly to them; whether they felt supported in their care; and whether they felt they were treated with respect. Macmillan believes patient experience is as vital as treatment to a cancer patient’s quality of life.

Fay Scullion, General Manager for Macmillan Cancer Support in Northern England says, “We congratulate The Rotherham NHS Foundation Trust for achieving some of the best results in the recent patient experience survey. We know that the support and care people receive is as important as their actual treatment, and can make all the difference between coping with cancer and finding it a real struggle. For example, being told about financial help that is available, or being provided with high quality information about their cancer and its treatment.”

Professor John A Lee, Director of Cancer Services at The Rotherham NHS Foundation Trust, said: “These results are a credit to the hard work and dedication of all the cancer teams and staff working with cancer patients at the Trust. I am delighted to see the high quality of this work recognised at National level.”

TRFT operating at the leading edge of healthcare reform in England

The Rotherham NHS Foundation Trust (TRFT) has been identified as amongst the most forward thinking Trusts in the country in developing the future model for health care. The Chief Executive of the NHS in England, Sir David Nicholson KCB, CBE, identified the Trust as a leader at a visit to the Trust from the top team of the NHS.

Sir David, who was accompanied by Dame Barbara Hakin DBE, the Department of Health’s Managing Director of Commissioning Development and Professor Sir Bruce Keogh CBE, Medical Director of the National Health Service in England, spoke to key leaders within the Trust about why TRFT had been so successful in driving its reform agenda, an issue that most other Trusts are finding extremely challenging.

The visit gave the Trust an opportunity to showcase its achievements over the last seven years and to outline its new strategic plans for taking the Trust forward over the next three years. The Trust’s vision for the future of health services in Rotherham was complimented by the visitors and commended as being one of the most forward thinking and innovative approaches to healthcare reform in the UK and a model that others should be looking to replicate.

Dame Barbara commended the Trust on its approach to clinical engagement acknowledging its importance in enabling the Trust to progress and achieve its aspirations and goals. Dame Barbara also commended the Trust for the mature and intelligent approach it takes to working in partnership with stakeholders, such as NHS Rotherham (now Rotherham Clinical Commissioning Group), and the local Council, which she considered a rare yet essential foundation critical to the success of the future NHS healthcare delivery system.

During the visit Sir David and the team were taken through the new integrated pathway for patients with COPD and similar respiratory illnesses, starting in the Trust’s Medical Admissions Unit at Rotherham Hospital and ending at Breathing Space, a state of the art intermediate care facility operated by the Trust at Badsley Moor Lane.
Celebrating TRFT in the news

Friends & Family Test – innovative way of collecting patient feedback in the Trust’s A&E department

The Rotherham NHS Foundation Trust (TRFT) has introduced an additional way to gain valuable feedback from its patients. As part of the national Friends & Family Test, our Accident & Emergency (A&E) department now has token booths which makes it easy for our patients to let us know what they think of the care and treatment they received. Tokens are simply posted by a patient into their preferred box which states if they are likely or not likely to recommend us to friends and family members.

Feedback enables the Trust to make positive changes to further improve patient care and experience and we are positively promoting the Friends & Family Test in order to gain our patients’ views. The test can also be completed online within 48 hours of discharge by visiting: www.therotherhamft.nhs.uk/telluswhatyouthink. The national ‘Friends & Family Test’ was also formally implemented in the Trust’s Maternity setting on the 1st October 2013.

The national Friends & Family initiative requires that all patients over the age of 16 leaving our care are asked whether they would recommend the care or treatment they have experienced to their friends and family. Anne Crompton, Deputy Chief Nurse at TRFT said: “Patient feedback is really important to TRFT. The new token feedback mechanism demonstrates our commitment in gathering valuable feedback from our patients using methods that are convenient and innovative. We are constantly striving to provide the best care for our patients and the Friends & Family Test, along with other patient experience mechanisms at the Trust, helps us to identify both the excellent work and suggested improvements in the care and treatment we provide.”

Friends and Family Test
Your health, your life, your choice, our passion

National Director of Health and Wellbeing visits Rotherham’s award winning Weight Management Services

Professor Kevin Fenton, National Director of Health and Wellbeing for Public Health England (PHE), recently visited Rotherham to learn more of the Weight Management services commissioned by the Rotherham Public Health service, part of the Rotherham Metropolitan Borough Council and Rotherham’s journey to achieving award winning and nationally recognised services.

Rotherham’s Weight Management Services work in partnership to provide a four tier Healthy Weight Framework model and are available to those categorised as ‘overweight’ and ‘obese’ and who are registered with a Rotherham GP. The programmes that make up the service model are Reshape Rotherham at The Rotherham NHS Foundation Trust, the Rotherham Institute for Obesity (RIO) at Clifton Lane Medical Centre and the MoreLife Clubs and Residential Camps.

Nationally, the Rotherham Obesity Strategy has achieved a high profile in professional networks and the media, and having already heard of the services in Rotherham, Professor Fenton and his colleagues from Public Health England visited the Rotherham Institute of Obesity to attend a meeting and tour hosted by Joanna Saunders, Head of Health Improvement at Rotherham Public Health. Also in attendance at the meeting were service providers MoreLife Clubs and MoreLife Residential Camps, Reshape Rotherham and the Rotherham Institute for Obesity.

Professor Kevin Fenton, National Director of Health and Wellbeing, PHE said: “Rotherham’s Obesity services have a reputation nationally for innovation and impact and it was useful to share ideas and challenges with one another. Although we are aware of the obesity services in Rotherham, it made such a difference to see the facilities and talk to colleagues face to face. We were very impressed to see such a wonderful service and are already using lessons learnt from the meeting to help drive forward our work. We were extremely grateful for the visit, it is a compelling story and it is good to see how services are working in partnership to provide a truly integrated obesity service for the benefit of patients in Rotherham.”
Celebrating TRFT in the news

Photopheresis at TRFT
Patients are travelling from across the UK to take advantage of a specialist treatment in Rotherham. The Rotherham NHS Foundation Trust hosts state of the art photopheresis treatment which helps patients with conditions where the white blood cells are thought to be the cause of the disease.

TRFT is the largest centre outside of London to provide the treatment and the Trust’s team goes over and above the call of duty to ensure that photopheresis patients are made to feel at home. The photopheresis department at the Trust provides a light-activated treatment which can help to improve conditions such as graft versus host disease, a complication on bone marrow transplantation, and a rare form of skin lymphoma. Photopheresis takes up to three to four hours at a time and is usually carried out over two consecutive days.

Josh Hallam, aged 20, from Preston travels to Rotherham once a month to receive the treatment. Following a bone marrow transplant Josh has developed graft versus host disease where the graft cells from the donated bone marrow see the host tissues as foreign and attacks them, affecting his immune system. This has affected Josh’s lung, liver and skin function and the photopheresis treatment helps to enable his organs to function properly by helping to lessen the attack on his immune system. Technology fan Josh, who has been using the service for the past two years, commented: “The nurses have made the treatment a whole lot easier for me and my family. They are happy to schedule appointments around me and are flexible.

“We have got to know the nurses well and they keep us amused with their jokes and good humour!” Josh’s mum, Carol Hallam, added: “The service works like a well-oiled machine. They have been so helpful in helping us to arrange accommodation and their support is really appreciated. They really make us feel at home.” The team provides a one-to-one service which helps the patient to feel at ease for what can often be a worrying experience for some. The photopheresis team helps the patients to prepare for their visit by organising visits to the outpatient department beforehand.

The team has also helped to create a dedicated website and DVD for patients about to go through photopheresis treatment to prevent anxiety and to provide answers to any questions the patient may have. Photopheresis can help to reduce the need for drugs used to treat conditions. For patients with skin conditions photopheresis can help to improve the skin function which helps to improve mobility. The service has around 40 patient referrals per year and sees patients aged from five to 70 years. The photopheresis department has the capacity to see up to ten patients per day, including adults and children.
Celebrating TRFT in the news

Great partnership working for the benefit of patients
By working in partnership, The Rotherham NHS Foundation Trust (TRFT) and Rotherham Metropolitan Borough Council (RMBC) are transforming the Intermediate Care Rehabilitation Services. Through integrated working, the service is preventing avoidable admissions to hospital; reducing length of stay, improving rehabilitation outcomes, increasing independence and promoting good health and wellbeing.

Rotherham’s Intermediate Care Services provide rehabilitation services in a number of settings including residential beds at Lord Hardy Court, Davies Court and Netherfield Court; day rehabilitation services at the Rotherham Intermediate Care Centre and community rehabilitation for patients in their own homes in conjunction with the Home Re-enablement service. The service also provides therapy input into a Fast Response service and the Oakwood Community Hospital unit.

Over the past four years, the service has demonstrated continuous improvement in its performance against targets and has developed new innovative ways of working, such as the development of the community stroke pathway, the re-enablement service and the development of specialist rehabilitation service for orthopaedic and stroke patients and people with high dependency needs. The two organisations have achieved this transformational change by engaging with clinicians and managers across primary and secondary health & social care to develop an integrated service where a wide range of health & social care professionals work together within multi-agency teams.

With an NHS challenge to deliver £20 billion in savings, the service are continuously looking at different ways of working to meet the needs of older people and people with chronic long term conditions including further development of their Day Rehabilitation & Falls service to include Community Integration, Communication Partners and Community Buddies programmes.

Lynn Keirs, Strategic Therapy Lead and Locality Manager Adult Services at TRFT said: “We have already witnessed success through our integrated working, for example the service is rated in the top quartile of a national key performance indicator for achieving independence for older people through rehabilitation/intermediate care. Locally, we are preventing avoidable admissions and readmissions to hospital, maximising rehabilitation prospects and achieving better outcomes for older people and people with chronic long term conditions living within Rotherham Health and Social Care Community.”

David Stevenson, Service Manager, Neighbourhoods & Adult service RMBC said: “We have been able to increase the number of admissions to our residential rehabilitation beds by lowering the length of stay thus increasing the number of people we can rehabilitate and care for, whilst continuing to maintain quality outcomes and high customer satisfaction”.

Your health, your life, your choice, our passion
Celebrating TRFT in the news

The Rotherham NHS Foundation Trust opens new Post Natal Ward following a successful bid for funding

After successfully securing NHS funds for Improving Birthing Environments, the Rotherham NHS Foundation Trust has transformed the Maternity Ward to provide improved and more personalised Post Natal accommodation for new mothers and their babies.

As part of the transformation, the new Post Natal Ward at Rotherham Hospital has now been relocated and converted to provide enhanced accommodation, with en-suite facilities for each of the four bays and four single rooms, a fully equipped Infant Feeding Room, and an altogether more spacious and welcoming environment for mothers, babies and their families. The integrated Antenatal Day Unit also provides comfortable sitting and self-catering facilities for Day patients and a television area for Ward patients to use during the evening.

The private and modern Infant Feeding Room is available to new mothers on the ward, equipped with breast feeding equipment, fridge storage, comfortable chairs and breast feeding support videos, alongside the availability of breast feeding co-ordinators, who are also on the ward to give advice on infant feeding issues. The ward is now also inclusive of a wider, more central reception desk, a staff break-out room and a dedicated Paediatric Assessment Unit.

The bright, spacious and calm environment transforms the Post Natal Ward and has a really positive affect on the patient experience and staff morale. Ward Manager, Lesley Matthews said: “We are really pleased with the new ward; it has provided benefits for both patients and staff, with improved facilities, more space, and a cooler, more modern atmosphere which is pleasant for staff to work within.”

Silver Yip, who was on the ward with her new baby Jacob said: “It has been really comfortable and I have been well looked after. Staff have been really friendly and approachable. It has been a welcoming and friendly environment.”

Head of Midwifery, Karen Norton said: “The new ward and facilities provides enhanced Post Natal accommodation with more space for new mothers and their partners. With the relocation and conversion on the ward, the Trust aims to provide mothers, babies, and their families with a private, safe and welcoming environment which meets their needs and creates a more personalised experience; giving the mother and baby the best start in life.”

Dr David Polkinghorn, Rotherham GP and Clinical lead for Children and Young People and NHS Rotherham CCG, commented: “I am delighted with the new the antenatal and postnatal ward and I’m confident that the improvements made at the hospital reflect what patients have told us they wanted. This refurbishment is just one example of the fantastic work we are doing with our providers to improve the quality of service and experience for Rotherham people.”
Celebrating TRFT in the news

Reshape Success
There has been an exciting new development for the work of Reshape Rotherham in the form of the addition of another ‘specialist course’.

Reshape Rotherham is the free 10 week weight management course run across Rotherham in the day times and evenings for people registered with a Rotherham G.P. It is highly successful with 89% of participants losing weight and an impressive 91% losing waist circumference.

Reshape has already developed specialist courses for people with diabetes and South Asian people and is delighted to announce the development of a course specially tailor-made for ladies who have polycystic ovarian syndrome.

Reshape is a course which is underpinned by dietetic expertise and that knowledge has led to a course being developed for this group. Reshape felt it was important to support this group of patients as Polycystic ovary syndrome (PCOS) is also very common, affecting up to 20 per cent of women. PCOS can cause fertility problems and recurrent miscarriages in women, additional health problems in later life as well as affecting a woman’s appearance and self-esteem. PCOS can be associated with weight gain and a difficulty in losing weight and the Reshape team is aware of and sensitive to this issue. The female only facilitator begins the sessions with an explanation of how diet and nutrition can fit into the treatment of this complex condition and each session ends with a weekly food diary review.

There is a particular emphasis on the glycaemic index and the glycaemic load of foods due to the fact that some ladies have insulin resistance. This is complimented by the demonstration of what is a portion of carbohydrate in terms of real foods shown on plates, bowls and in saucepans!

To counteract any increased risk of cardiovascular disease and to aid weight control discussion also focuses on fats and reading food labels. To deal with the emotional issues around eating and in particular comfort eating there is a detailed session on behavioural change with tips to manage cravings.

As Reshape recognises that exercise can be key to controlling weight especially for PCOS patients we have several attractive gym offers which are available for participants and exercise is promoted regularly. The course is very well supported by the gynaecologist and endocrinology teams at the hospital, but we are also keen to receive referrals from primary care colleagues and also self-referrals from patients directly.
Celebrating TRFT in the news

Dr Ted and Rotherham United kick off partnership
TRFT kicked off a partnership with Rotherham Utd to help raise funds for the Trust’s charity appeal ‘Dr Ted’ and is their chosen charity for the 2013/14 season. The Millers and TRFT charity volunteers spent time at a game collecting funds from generous supporters to help raise awareness and funds for the appeal. The Dr Ted’s Children’s Appeal aims to enhance and improve the facilities, care and experience of children who need, want and depend on health services in Rotherham. From supporting the Special Care Baby Unit with specialist equipment, to providing toys and games for the Children’s Ward, or providing activity packs for visiting children and special parents rooms, the appeal will benefit people in Rotherham at all stages of their life.

Dr Ted Charity Dinner raises thousands for the Special Care Baby Unit
The Rotherham Hospital Charity recently hosted the very first Dr Ted’s Children’s Appeal Charity Dinner with major sponsors Willmott Dixon, raising over £6,500. The evening was a huge success, filled with live entertainment, dinner, dancing and a charity auction and raffle.

The funds raised at the event will provide two new ventilation units for the Special Care Baby Unit (SCBU) at Rotherham Hospital that will further improve the level of care that can be provided for young children with breathing difficulties and consequently reduce the length of time they need to stay in hospital. A number of local Councillors were present at the Charity Dinner along with the Leader of the Council, Councillor Roger Stone, and Dr Ted Charity Ambassador, Councillor Mahroof Hussain, whose support in the arranging and running of the event was instrumental in the success of the evening.

Rotherham Hospital’s SCBU provides support for babies who are born prematurely, for those who have complications after birth or for those who just need a helping hand to getting fit and well enough to go home. The Dr Ted’s Children’s Appeal, one of The Rotherham Health Foundation’s charitable appeals, often supports SCBU by helping to provide them with both equipment and facilities. The main event sponsor Willmott Dixon, has worked with the Rotherham Hospital charity for the past year and has also completed a number of projects to help improve the SCBU, including transforming some outdated spaces within the unit to create a new Parents’ Suite for young patients and their families.

Staff from the company’s Rotherham branch also returned to the ward to carry out further works to the bathrooms, and create a new meeting and education room. Leigh Garbutt, Willmott Dixon’s Regional Customer and Community Manager, said: “We were really happy to support Dr Ted’s Dinner Dance. All the staff who attended had a wonderful evening and it was the perfect way to celebrate our on-going relationship with the Rotherham Hospital Charity and the SCBU. As a company, Willmott Dixon is committed to helping develop the SCBU and we hope that our work will go some way to helping families and children during a difficult time.”

Tracy Williams, Charity Development Officer at The Rotherham NHS Foundation Trust said: “We’re so grateful for everything that Willmott Dixon has done to support us over the last year. Their contribution to Dr Ted’s dinner dance really helped to make the evening a great success. The overwhelming support from all of the sponsors meant that we were able to raise double the amount expected, providing two new ventilation units for the SCBU.”
Celebrating TRFT in the news

Trust celebrates volunteers at special celebration event
The Trust hosted a special celebration event in recognition of the commitment of its volunteers. The Mayor of Rotherham, Councillor John Foden and TRFT’s Interim Chief Executive, Michael Morgan were present at the special event, both expressing their thanks to the volunteers for their hard work, dedication and support for the Trust and the people of Rotherham.

The Trust has over 180 volunteers working in many different functions across a range of departments and they play a crucial role in supporting the services both in the hospital and community. Volunteers give up their free time to support patients, their families, visitors and staff, taking on a variety of roles, including helping out on the welcome desk, Pharmacy, on the Wards or helping patients to continue their rehabilitation at home.

The half-day event was a great success with over 60 volunteers in attendance. The morning consisted of a series of short mandatory training sessions and was well received by those attending, with many commenting that the event was enjoyable, interesting and informative. Interim Chief Executive, Michael Morgan said: “The attendance at the celebration event was excellent and it is always a pleasure to meet with our volunteers. Without the effort and dedication of volunteers, no Trust or hospital could function as well or as efficiently. We really appreciate the support of volunteers and all they do for the Trust and our patients.”

The Mayor of Rotherham, Councillor John Foden said: “I was delighted to be invited to the volunteers’ celebration event at The Rotherham NHS Foundation Trust. The volunteers at the Trust tirelessly give their time once or twice every week, which is something to be applauded. They make a really positive difference for patients, carers, visitors and staff and the amazing professionalism given on a voluntary basis is exceptional. Thank you to the volunteers, who I know will continue to play an important role in the delivery of great services in the hospital and community; I am delighted that the trust recognised how important the volunteers are and it is a Volunteer Service that they can truly be proud of.”
Celebrating TRFT in the news

**Proud Awards 2012 Winners**

The Rotherham NHS Foundation Trust celebrated the success and continued dedication of their staff’s achievements at its Proud Awards 2012 ceremony. Hosted at Aston Hall, each Award category was sponsored by an external organisation which celebrated and acknowledged Trust employees who are nominated by members of the public and colleagues. Following the shortlisting of dozens of nominees, six individuals and five teams celebrated winning Awards across eight different categories.

The winners on the evening were as follows:

- ‘The Most Accomplished Learner’ sponsored by The University of Sheffield was awarded to Ifrah Saleh
- ‘Our Top Leader’ sponsored by Timothy James Consulting went to Gail Smith
- ‘Volunteer of the Year’ sponsored by Hallam FM was won by Margaret Turner
- Diane Bush and the Rotherham Community Health Centre Domestics Team won an ‘Unsung Hero’ Award which was sponsored by Practicus
- ‘Patient’s Shining Star’ sponsored by BridgeHead Software went to Day Surgery
- ‘Board Team of the Year’ sponsored by Mills & Reeve was awarded to the Paediatric Complex Care Team and Specialist Medicine Clinical Admin Team
- The ‘Lifetime Achievement’ Award sponsored by ID Medical was awarded to Dr Margaret Rowland
- The Chairman’s Award was presented to the Day Surgery team
- The final Award of the evening, the Trust Appreciation Award sponsored by Datix Ltd, was awarded to Kath Copp

Throughout the Awards ceremony, staff were all commended for their exemplary work and support for colleagues. Footage from staff and members of the public was shown to the audience in support of the winners.

**Rotherham student helps to mark Organ Donation**

50 people in Rotherham are currently in need of a life-saving organ or tissue donation. To help raise awareness of this important cause and to say thanks to all the families of the people who have donated their organs at the hospital, The Rotherham NHS Foundation Trust unveiled a new memorial which has been designed and crafted by a local student.

The Trust ran a competition with Thomas Rotherham College’s art department to design the memorial, to get people thinking about organ donation and to raise awareness across Rotherham making organ donation ‘the usual and not the unusual’.

The winner Charlotte Cash, beat off stiff competition from eight of her peers and has been working with professional wood sculptor Clinton Challoner to create her piece based on the ‘lotus flower of life’ that will also form part of her A-Level college course work. The event to unveil the wood sculpture at Rotherham Hospital was attended by donor’s families and recipients as well as senior clinicians and staff at the Trust. The Mayor of Rotherham and members of the public also attended the event.

The Rotherham Hospital Charity funded the new memorial to recognise and say thank you to all the people who have donated their organs at the hospital and their families.

Charity Development Officer Tracy Williams says: "This is a really important message to promote and we thought it was important that we were able to help celebrate and say a big thank you to all those who have chosen to donate tissue or organs to help to prolong or improve the quality of life for someone else. “We wanted to help spread the message about the importance of Organ Donation but this memorial will also help people to see the benefits of the Rotherham Hospital Charity, which helps countless projects to improve the care and experience for people in Rotherham.”
Other key facts

- The organisation gained Foundation Trust status in 2005
- The Trust merged with Rotherham Community Health Service on 1st April 2011
- The Trust integrated with Doncaster Dental Care on 1st April 2011

Communication methods

Email
Emails are sent to all staff on the Trust’s email system. Very few people within the Trust have permission to send emails to all email users. The Communications team take responsibility for this to ensure that only suitable information is sent out via email with the aim that this will lead to a reduction in the amount of emails received by staff. Staff are advised to pass information distributed by email to their colleagues who do not have access to emails.

All user emails take the form of green, amber or red alerts:

- **Green alerts** contain operational information for staff and are sent out on a daily basis
- **Amber alerts** contain operational information which needs to be acted upon within one week
- **Red alerts** contain urgent information which should be acted upon immediately or within 24 hours
- **Blue/Daily Round-up alerts** are sent daily, their content is for information only and often includes updates from charity events and forthcoming activities at the Trust

Staff can engage and forward ideas for stories or questions for the Open Forum by liaising with the Communications team.

Open Forum
The staff Open Forum is a briefing from the Trust’s Chief Executive which takes place once a month. The Open Forum is held through three sessions which take place at Rotherham Community Health Centre (walk-in centre), Woodside and Rotherham Hospital. Staff have the opportunity to attend and staff can also submit questions beforehand which can be asked on their behalf by a member of the Communications team.

Communication Champions
This is a scheme which encourages staff from different services and departments to engage with Trust events, promotions and information sharing. This helps to keep staff from across the Trust in the know about current issues and in turn helps to keep staff productive and motivated.

Chief Executive feedback mechanism
This communication method enables staff to write directly to the Trust’s Chief Executive with any comment, compliment or concern which they may have. A form is available on the inSite home page which staff can complete and receive a response to, within seven working days.
Rotherham Health Foundation

Rotherham Health Foundation is a registered charity (charity ref: 1054407) and is managed by a Charitable Funds Committee. The Charity, which also has a working name of Rotherham Hospital Charity, currently runs a number of appeals including:

- The Purple Butterfly Appeal, which raises funds to help enhance the care given at the end of life
- The Dr Ted’s Children’s Appeal, which aims to raise funds to further improve the experience of children and families using Trust services
- The Venus Appeal, raising money to improve women’s health in the Rotherham Community and to support Midwives in Nepal

To find out more about the Rotherham Health Foundation, Rotherham Hospital Charity or any of the charitable appeals or to make a donation, please contact Charity Development Officer, Tracy Williams, on 01709 427589 or Tracy.Williams@rothgen.nhs.uk.

How are donations spent?

In all areas of the Hospital you will find the legacy of what charitable donations have provided including:

- A second Purple Butterfly Suite for End of Life Care. Located on C Level, near to the Stroke Unit, this room provides a private, peaceful environment for patients and their families
- Plants for the Trust’s sensory garden
- Comfy chairs and overnight fold-away beds for the parents of the children on the Children’s Ward
- A new dining room for patients and their families on Ward B2
- Refurbishment of a waiting room in Ophthalmology
- Bedside chairs for patients of Breathing Space

- The Charity has recently hosted a Dinner Dance in partnership with Willmott Dixon to raise funds for two new ventilation units for the Special Care Baby Unit which will further improve the level of care provided for young children with breathing difficulties and consequently reduce the length of time they need to stay in hospital

Community Corner

Community Corner is a concept originally created by the Communications & Involvement Team at The Rotherham NHS Foundation Trust. Its rationale is to help provide the voluntary and community sector with a platform for meeting our hospital community and help the Trust further develop it’s community partnerships.

It provides a dedicated display space for organisations to promote their campaigns and interact with our patients, visitors and staff. Hospital departments and clinics too are invited to showcase their health & wellbeing information during national awareness weeks. The Trust is a healthcare provider at the heart of the local community and equally our local community is at the very heart of everything we do.

Where is it?

Community Corner is situated within the main entrance of Rotherham Hospital. It is located in the opposite corner to the coffee shop, between the main entrance doors and the wheelchair enclosure.

Who can use it?

Anyone belonging to the local community who has information or a message they would like to share with our patients, visitors and staff. For example; local voluntary, community or support groups, charities, schools, colleges, hospital departments, health interest groups and our Members & Governors.
### A to Z of services at TRFT

**A**
- Adult Speech & Language Therapy
- Anaesthetic Department
- Audiology
- Accident & Emergency

**B**
- Bereavement Centre
- Breathing Space

**C**
- Cancer Services
  - Cardiology
  - Care Home Liaison
  - Children’s Complex Care Team
  - Child Development Centre
  - Child Health (all hospital services)
  - Child Health Department
  - Children’s Physiotherapy
  - Clinical Biochemistry
  - Clinical Radiology
  - Children’s Safeguarding Health Team
  - Chaplaincy
  - Community Dental
  - Community Matrons
  - Community Occupational Therapy
  - Complaints
  - Consultant Community Physician
  - Continence
  - Contraceptive & Sexual Health / Family Planning

**D**
- Day Surgery
- Dermatology
- Diabetes Specialist Nursing
- District Nursing
- Domiciliary Physiotherapy Service for Adults

**E**
- Ear Nose and Throat
  - Endoscopy

**G**
- Gastroenterology
  - General Medicine
  - General Surgery
  - Genito-Urinary Medicine (Sexual Health)
  - GP with Special Interest - Dermatology
  - GP with Special Interest - Minor Surgery

**H**
- Haematology
  - Health Care Library
  - Health Care for Older People
  - Health Information
  - Health Records
  - Health Visiting
  - Histopathology

**I**
- Immunisation & Vaccination Team (hpv)
  - Integrated Falls and Fracture Service
  - Integrated Medicine
  - Intermediate Care

**L**
- Library and Knowledge Service
  - Looked After Children Service
  - Lymphoedema

**M**
- Medical Education Centre
  - Medical Illustration Service
  - Medical Physics
  - Mental Health
  - Maternity & Gynaecology
### A to Z of services at TRFT

**N**  
- Neuro Musculoskeletal Service for Adults  
- Nutrition & Dietetics  
- Nursing Recruitment  

**O**  
- Occupational Health  
- Oral and Maxillofacial Surgery  
- Ophthalmology  
- Orthodontics  
- Orthopaedics  
- Orthopaedic Triage  
- Orthotics  
- Occupational Therapy  

**P**  
- Palliative Care  
- Pathology  
- Patient Access  
- Paediatric Occupational Therapy Team  
- Paediatric Speech & Language Therapy  
- Pharmacy  
- Phlebotomy  
- Photopheresis  
- Physiotherapy  
- Podiatric Surgery  
- Podiatry  
- Primary Ear Care Centre  

**R**  
- Rehabilitation Medicine  
- Research and Development  
- Rheumatology  
- Respiratory Physiology  
- Rotherham Equipment and Wheelchair Service  
- Rotherham Stop Smoking Service  

**S**  
- School Nursing  
- Senior House Officer Training  
- Genito-Urinary Medicine (Sexual Health)  
- Service Standards & Performance  
- Sterile Services  

**T**  
- Theatre Admissions Unit  
- Therapy Services  
- Tissue Viability  

**U**  
- Urology  

**V**  
- Virtual Clinics  
  (Rheumatology & Clinical Haematology)  
- Volunteers
**Glossary of terms**

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<tr>
<td>A&amp;E</td>
<td>Accident &amp; Emergency Department</td>
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<td>A4C/AFC</td>
<td>Agenda for Change</td>
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<td>AHP</td>
<td>Allied Health Professional</td>
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<td>ALB</td>
<td>Arm’s Length Body</td>
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<td>ALOS</td>
<td>Average Length of Stay</td>
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<tr>
<td>BMA</td>
<td>British Medical Association</td>
</tr>
<tr>
<td>BME</td>
<td>Black and Ethnic Minorities</td>
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<tr>
<td>BME</td>
<td>Bio Medical Engineering</td>
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<tr>
<td>CAB/C&amp;B</td>
<td>Choose and Book</td>
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<tr>
<td>CBPPIC</td>
<td>Corporate Business Planning Productivity and Investment Committee</td>
</tr>
<tr>
<td>CAMHS</td>
<td>Child and Adult Mental Health Services</td>
</tr>
<tr>
<td>CCU</td>
<td>Critical Care Unit</td>
</tr>
<tr>
<td>CD</td>
<td>Clinical Director</td>
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<tr>
<td>CDF/edf/C.diff</td>
<td>Clostridium Difficile</td>
</tr>
<tr>
<td>GDC</td>
<td>General Dental Council</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>CEMACH</td>
<td>Confidential Enquiry into Maternal or Child Health</td>
</tr>
<tr>
<td>CEPOD</td>
<td>Confidential Enquiry into Perioperative Deaths</td>
</tr>
<tr>
<td>CEMACE</td>
<td>Confidential Enquiry into Maternity</td>
</tr>
<tr>
<td>CfH</td>
<td>Connecting 4 Health</td>
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<tr>
<td>CDH</td>
<td>Coronary Heart Disease</td>
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<tr>
<td>CHISC</td>
<td>Corporate Health Informatics Steering Committee</td>
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<td>CHKS</td>
<td>Comparative Health Knowledge System</td>
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<td>CIP</td>
<td>Cost Improvement Programme</td>
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<tr>
<td>CNST</td>
<td>Clinical Negligence Scheme for Trust</td>
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<tr>
<td>CMB</td>
<td>Corporate Management Board</td>
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<tr>
<td>CME</td>
<td>Continuing Medical Education</td>
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<tr>
<td>CMO</td>
<td>Chief Medical Officer</td>
</tr>
<tr>
<td>COPD</td>
<td>Chronic Obstructive Pulmonary Disorder</td>
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<tr>
<td>CPOD</td>
<td>Corporate People &amp; Organisational Development Committee</td>
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<tr>
<td>CQC</td>
<td>Care Quality Commission</td>
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<tr>
<td>CQUIN</td>
<td>Commissioning for Quality and Innovation</td>
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<tr>
<td>CSEC</td>
<td>Corporate Safety and Experience Committee</td>
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<tr>
<td>DAD</td>
<td>Data Assurance Document</td>
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<tr>
<td>Datix</td>
<td>National Risk Management and Reporting System</td>
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<tr>
<td>DH or DoH</td>
<td>Department of Health</td>
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<tr>
<td>DNA</td>
<td>Did Not Attend</td>
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<tr>
<td>DTC</td>
<td>Diagnosis and Treatment Centre</td>
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<tr>
<td>DToC</td>
<td>Delayed Transfer of Care</td>
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<tr>
<td>EBITDA</td>
<td>Earnings Before Interest, Taxes, Depreciation and Amortisation</td>
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<tr>
<td>ED</td>
<td>Emergency Department (see A&amp;E)</td>
</tr>
<tr>
<td>ENT</td>
<td>Ear, Nose and Throat</td>
</tr>
<tr>
<td>EPR</td>
<td>Electronic Patient Record system</td>
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<tr>
<td>ESR</td>
<td>Electronic Staff Records</td>
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<tr>
<td>FCE</td>
<td>Finished Consultant Episode</td>
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<tr>
<td>FOI</td>
<td>Freedom of Information</td>
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<tr>
<td>FRR</td>
<td>Financial Risk Rating</td>
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<tr>
<td>FT</td>
<td>Foundation Trust</td>
</tr>
<tr>
<td>FTGA</td>
<td>Foundation Trust Governors Association</td>
</tr>
<tr>
<td>FTN</td>
<td>Foundation Trust Network</td>
</tr>
<tr>
<td>GDP</td>
<td>General Dental Practitioner</td>
</tr>
<tr>
<td>GMC</td>
<td>General Medical Council</td>
</tr>
<tr>
<td>GP</td>
<td>General Practitioner</td>
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<tr>
<td>GUM</td>
<td>Genito-Urinary Medicine</td>
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<tr>
<td>HCAI</td>
<td>Healthcare Aquired Infection</td>
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<tr>
<td>HPA</td>
<td>Health Protection Agency</td>
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<tr>
<td>HTM</td>
<td>Health Technical Memorandum</td>
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<tr>
<td>HSE</td>
<td>Health and Safety Executive</td>
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<tr>
<td>HRG</td>
<td>Healthcare and Resource Group</td>
</tr>
<tr>
<td>ICP</td>
<td>Intergraded Care Pathways</td>
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<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
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### Glossary of terms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>ICU</td>
<td>Intensive Care Unit</td>
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<tr>
<td>IR1</td>
<td>Incident Reporting form</td>
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<tr>
<td>KPIs</td>
<td>Key Performance Indicators</td>
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<tr>
<td>LCP</td>
<td>Liverpool Care Pathway</td>
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<tr>
<td>LDP</td>
<td>Local Delivery Plan</td>
</tr>
<tr>
<td>LMC</td>
<td>Local Medical Committee</td>
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<tr>
<td>LOS</td>
<td>Length Of Stay</td>
</tr>
<tr>
<td>LTC</td>
<td>Long Term Conditions</td>
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<tr>
<td>LINks</td>
<td>Local Improvement Networks</td>
</tr>
<tr>
<td>MDT</td>
<td>Multi-Disciplinary Team</td>
</tr>
<tr>
<td>MHRA</td>
<td>Medicines and Healthcare Products Regulation Agency</td>
</tr>
<tr>
<td>MMR</td>
<td>Measles, Mumps, Rubella</td>
</tr>
<tr>
<td>MRI</td>
<td>Magnetic Resonance Imaging</td>
</tr>
<tr>
<td>MRSA</td>
<td>Methicillin-Resistant Staphylococcus Aureus</td>
</tr>
<tr>
<td>NCEPOD</td>
<td>National Confidential Enquiry into Patient Outcome and Death</td>
</tr>
<tr>
<td>NCISH</td>
<td>National Confidential Enquiry into Suicide and Homicide by people with mental illness</td>
</tr>
<tr>
<td>NED</td>
<td>Non-Executive Director</td>
</tr>
<tr>
<td>NG</td>
<td>Naso Gastric</td>
</tr>
<tr>
<td>NHS</td>
<td>National Health Service</td>
</tr>
<tr>
<td>NICE</td>
<td>National Institute for Health and Clinical Excellence</td>
</tr>
<tr>
<td>NPfIT</td>
<td>National Programme for IT</td>
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<tr>
<td>NHSLA</td>
<td>National Health Service Litigation Authority</td>
</tr>
<tr>
<td>NPSA</td>
<td>National Patient Safety Agency</td>
</tr>
<tr>
<td>NSF</td>
<td>National Service Framework</td>
</tr>
<tr>
<td>PAS</td>
<td>Patient Administration System</td>
</tr>
<tr>
<td>PALS</td>
<td>Patient and Liaison Services</td>
</tr>
<tr>
<td>PBC</td>
<td>Practical Based Commissioning</td>
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<tr>
<td>PbR</td>
<td>Payment by Result</td>
</tr>
<tr>
<td>PCT</td>
<td>Primary Care Trust</td>
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<tr>
<td>PDC</td>
<td>Public Dividend Capital</td>
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<tr>
<td>PEC</td>
<td>Patient Experience Committee</td>
</tr>
<tr>
<td>PEAT</td>
<td>Patient Environmental Action Team</td>
</tr>
<tr>
<td>PROMs</td>
<td>Patient Reported Outcome Measures</td>
</tr>
<tr>
<td>PGMC</td>
<td>Post Graduate Medicine Centre</td>
</tr>
<tr>
<td>PGME</td>
<td>Post Graduate Medical Education</td>
</tr>
<tr>
<td>PPI</td>
<td>Patient and Public Involvement</td>
</tr>
<tr>
<td>PR</td>
<td>Public relations</td>
</tr>
<tr>
<td>NHS QUEST</td>
<td>Quality Improvement Collaborative across 12 Trust in the UK</td>
</tr>
<tr>
<td>QIPP</td>
<td>Quality, Innovation Productivity and Prevention Programme</td>
</tr>
<tr>
<td>RCN</td>
<td>Royal College of Nursing</td>
</tr>
<tr>
<td>RCP</td>
<td>Royal College of Physicians</td>
</tr>
<tr>
<td>RCS</td>
<td>Royal College of Surgeons</td>
</tr>
<tr>
<td>REWS</td>
<td>Rotherham Equipment and Wheelchair Service</td>
</tr>
<tr>
<td>RIE</td>
<td>Rapid Improvement Event</td>
</tr>
<tr>
<td>SARC</td>
<td>Sexual assault referral centre</td>
</tr>
<tr>
<td>SBAR</td>
<td>Situation, Background, Assessment, recommendation Tool</td>
</tr>
<tr>
<td>SID</td>
<td>Senior Independent Director</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SHA</td>
<td>Strategic Health Authority</td>
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<tr>
<td>SUI</td>
<td>Serious Untoward Incident</td>
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<tr>
<td>Sx</td>
<td>Symptoms</td>
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<td>TRFT</td>
<td>The Rotherham NHS Foundation Trust</td>
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<tr>
<td>Tx</td>
<td>Treatment</td>
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<td>WHO</td>
<td>World Health Organisation</td>
</tr>
<tr>
<td>WNAS</td>
<td>Ward Nursing Accreditation System</td>
</tr>
<tr>
<td>WTE</td>
<td>Whole Time Equivalent (staffing)</td>
</tr>
</tbody>
</table>