

Did you know the hospital has its own charity?

Milton Keynes Hospital Charity raises funds for all wards and departments at the hospital.



We are a local charity benefiting local people, relying on funds to help purchase those extra special items the NHS funding can't provide – whether that's state-of-the-art medical equipment, comfort items for patients or new artwork for ward areas.

Over the past year alone the charity has helped fund a brand new milk kitchen on the children's ward, a digital x-ray machine to detect breast cancer, physiotherapy equipment for stroke patients, fun new curtains for the children's wards, chemotherapy chairs for patients and a phototherapy unit to treat babies with jaundice.

This could not be achieved without the generosity of schools, companies, community groups and individuals.

Fundraisers can choose where their money goes – whether that's for our youngest patients on the neonatal and children's wards, through to older patients or those having treatment for cancer.

Can you display a collecting tin in your reception area, or put up our charity poster?

Would your staff like to fundraise for us?

Would any of your staff like to take on a challenge event? Maybe you have some keen runners, cyclists or swimmers.

For more information, please contact the fundraising team on 01908 826690, email fundraising@mkhospital.nhs.uk or follow us via twitter.com/mkhcharity.

Working together

Now the summer's nearly over, we're approaching the season of wheezes and sneezes. Let's work together to try and ensure young people with asthma can enjoy the autumn and winter months without escalated episodes of illness.

You can find up to date guidelines for the management of asthma via brit-thoracic.org.uk

"If all of us – GPs, accident and emergency, and inpatients all follow the

same plan then we can keep children and young people safe over the cooler months and avoid any chance of escalating the condition," said Kate Swailes, interim matron for children's services.

CQC Inspection

The Care Quality Commission has announced that a team of inspectors will visit Milton Keynes Hospital to formally inspect and assess the quality of the care the Trust provides.

The inspection will take place over three days in October (21, 22 and 23) and will look at eight key service areas:

A&E, medical care (including frail elderly), surgery (including theatres), critical care, maternity, paediatrics, end of life care and outpatients.

The inspection team will be judging if services are safe, effective, responsive, caring and well-led, using a variety of methods including observation, interviews, listening events (with staff and patients/ local people) and reviewing policies and other documentation.

Chief Executive, Joe Harrison, said: "We are developing and improving our services all the time, and although we know there is more to do, teams across the hospital have achieved a great deal and work incredibly hard to give every patient the kind, compassionate and professional care they expect and deserve."

The CQC also released its latest quarterly Intelligent Monitoring Report this month, which ranks hospitals across the country, placing Milton Keynes in band three – an improvement from the previous quarter.

The ranking is based on a risk score which places trusts in England in bands one to six, with one being the highest risk (worst) and six the lowest (best).

The risk score is calculated by the CQC based on an array of quality measures, including serious incidents, mortality, infection rates and staff and patient survey results.

GP FOCUS

September 2014



PALS relaunch
Offering patients and relatives support and advice independent from their clinical care.

CQC inspection
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MKH Charity
Our charity is helping to provide those extra special items.

Second chemotherapy suite opens

A new oncology suite has been opened at Milton Keynes Hospital, as part of the trust's commitment to developing world class cancer services for local patients.

The oncology suite on ward 18 is now receiving patients who need chemotherapy, in addition to the services provided in the Macmillan Unit.



A successful recruitment drive has also led to an increase in chemotherapy nurses and oncology doctors. This additional resource ensures the trust is equipped to meet local health need and

ensure patients are seen and treated in accordance with national targets and benchmarks. This is part of a phase

of developments in cancer services, including plans for a new cancer centre on the hospital site

Microbiology services

The microbiology laboratory has changed from white top sterile containers to red top



Please fill to this line - if it is not filled to the line, the sample may not be tested.

This will in turn reduce antibiotic wastage and help to minimise organisms developing resistance.

Please ensure that your patients fill urine samples to the line. Any samples not filled will be rejected. For this reason we recommend that white top containers are used for children under 5 years of age.

We will process samples coming in white top containers until stocks are reduced.

If you have any queries please contact the microbiology secretaries on 01908 243106.

Get in touch

If you would like more information about any of the articles in this newsletter or have any suggestions for future editions, do get in touch. Email communications@mkhospital.nhs.uk or call 01908 826937.

boric acid containers for urine collection and transport for cultures and sensitivity.

The change is supported by a service improvement initiative following a trial that showed samples collected in red bottles are of better quality. They also reduce the number of mixed and false positive cultures.

Stroke care training

Nursing staff in the hospital's dedicated acute stroke unit have taken part in a bespoke training programme to support improvements in care.

Fourteen nurses on the stroke unit took part in the six-month on-site stroke care training programme delivered by members of a multidisciplinary team including consultants, speech and language therapists, occupational therapists, dieticians and physiotherapists.

The module – accredited by the University of Bedfordshire – was worth 30 credits, giving diploma-qualified nurses valuable points towards attaining degree status.

"Training all the staff simultaneously meant that all nurses gained new knowledge at the same time, which has a positive impact on the care provided in the unit," said Ruth Smith, practice development nurse.

"It also enabled staff to get to know each other really well – which doesn't always happen on a busy ward – leading to nurses feeling so much better engaged."

Following on from the success of the on-site stroke training, the initiative is being rolled out to other areas, with the first bespoke gastroenterology training programme taking place in October.

Annual meeting

All GPs, practice nurses, specialists, support staff and patients are invited to learn more about the work of the hospital at its annual members' meeting on Tuesday September 16, from 6pm at Woughton Leisure Centre, MK6 5EJ

For more information or to confirm your attendance, email foundation.members@mkhospital.nhs.uk

PALS Relaunch

The trust has relaunched its patient advice and liaison service (PALS).

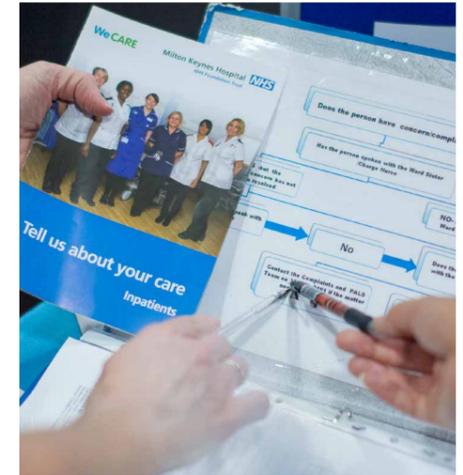
The service, available to all patients and their relatives, has also relocated to a more accessible part of the hospital site. The PALS office is now situated close to the reception area inside the main entrance.

Complaints and PALS manager Julie Goodman explained: "PALS offers patients and relatives support and advice independent from their clinical care. If

patients or relatives are unhappy with any aspect of their hospital experience, they can contact PALS, so we can try and help resolve things.

"Nothing is too small or too big for PALS to deal with," she added.

For more details, email: pals@mkhospital.nhs.uk or call 01908 243633.



Ophthalmology open evening

The ophthalmology department is holding an open evening in September and invites all Milton Keynes GPs to come along to meet the local consultants and learn more about the services now on offer.

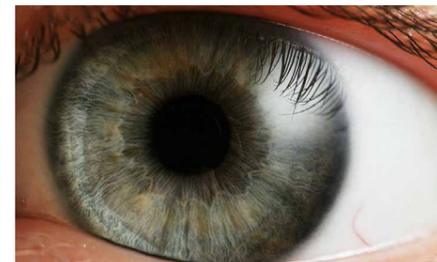


Image by Petr Novák, Wikipedia

There will be an opportunity to hear from all our lead clinicians who will be covering a range of topics including:

- ▶ The new glaucoma service
- ▶ Diabetic eye screening
- ▶ Oculoplastics - when to refer for surgery
- ▶ Common paediatric presentations
- ▶ Anti-VEGF for non AMD and the use of Ocricplasmin
- ▶ Low vision and direct GP access to optometry services
- ▶ An overview of the orthoptic service and common orthoptic problems
- ▶ Nurse-led ophthalmic services

There will also be a chance for further discussion over a complimentary hot buffet and the department welcomes

all questions or feedback about any aspect of the services provided. RCGP accreditation for this event has been applied for.

Please register your interest (preferably no later than Thursday September 4) via <https://www.surveymonkey.com/s/W7VYC59> or email areeb.moosavi@mkhospital.nhs.uk indicating your practice, role and any dietary requirements.

The ophthalmology department hopes you will be able to join them for this enjoyable and informative evening.

Thursday September 18, from 6.30 to 8.30pm at the postgraduate centre, Milton Keynes Hospital.

Glaucoma support

Please encourage any patients with glaucoma to attend the first meeting of a new support group.

Patients and their families are warmly invited to the event on Friday October 10, 5pm to 7pm, in the hospital's postgraduate

Talking about frailty



Consultant geriatrician Dr Maria Panougia is giving a lecture on frailty, which local GPs are warmly invited to attend. The talk is part of an event to mark the re-launch of ward 14 (formerly phoenix ward), the hospital's sub-acute rehabilitation ward.

The lecture is on Thursday October 9, from 12.30pm at MKH postgraduate centre. Afterwards GPs will be able to take a tour of ward 14.

centre. The evening will include talks on 'demystifying glaucoma' and the use of eye drops.

Patients do not need to book in advance, but if they would like more information they can leave a message on the eye clinic answerphone 01908 427516 and a member of staff will call them back.