

connect

NHS

Mid and
South Essex
NHS Foundation Trust

May/June 2020



COVID-19: One team, working together

The work everyone is doing in responding to COVID-19 across our hospitals is truly inspiring. #ThankYouNHS



So much has happened since the previous issue of CONNECT was published. The COVID-19 pandemic has dominated all that we do in what is a very difficult period in our delivery of service and care for our patients.

We continue to receive the benefit and gratitude of our local communities with numerous donations including food and drinks and other supplies which are being delivered to the hospital on a daily basis (see page 8).

I'd like to thank everyone involved in all of that and in the setting up of the wellbeing rooms for staff which I

hope you are finding useful. It's really important that you remember to look after yourselves and each other during this really difficult time.

Amidst all of this, our three Trusts officially merged on 1 April to become the Mid and South Essex NHS Foundation Trust.

The work everyone is doing in responding to COVID-19 demonstrates the amazing teamwork across our hospitals and what we can achieve working as one team. Thank you everyone!

Clare Panniker

MSE Chief Executive

Governance

CQC reports show need to maintain progress

The Care Quality Commission (CQC) rated the care provided by Mid Essex and Southend hospitals as good in reports published in March.

However, inspectors concluded that overall the two organisations still require improvement.

Inspectors visited the hospitals last November to look at a range of services and to speak to patients, relatives and staff.

Chief executive, Clare Panniker, said: "These were the ratings we were expecting. While there is still more to do, we're delighted that the inspectors recognised the raft of improvements that have been made across our hospitals, and noted areas of outstanding practice.

"The demands on our services, and long-standing issues with recruitment and finances, have meant that we are not consistently providing the service we would like to our population."

The recent merger of the two trusts and Basildon and Thurrock is seen as an important step in resolving those issues.

Clare said: "The report for Mid Essex Hospitals shows wide ranging improvements. The overall mark for medical care - which includes older people's care - has leapt up two ratings, going from inadequate to good in 18 months. That's a fantastic achievement and such good news for patients.

"Similarly, there are no inadequate ratings at Southend, with good ratings for care in every service."

Trust news

Chairman Alan Tobias OBE steps down



At the end of March, Alan Tobias OBE stepped down from his role as joint chairman of Southend and Broomfield Hospitals to take up a new position as non-executive director for the newly formed Mid and South Essex NHS Foundation Trust.

Alan joined Southend as chairman in December 2011,

taking over from John Bruce, and was later appointed as joint chairman of Broomfield Hospital in early 2019.

Alan is a solicitor but has spent much of his career working in the public sector. He was chief executive working in two London Boroughs and was chair of Essex Probation Service for six years - helping to turn it around from one of the worst performing in the country to being in the upper ten per cent.

It was for his work with the Probation Service and services to community relations that he was awarded an OBE in 2004.

He was then Chair of West Essex Primary Care Trust before joining Southend Hospital as their chair in 2011.

Nigel Beverley has been appointed as the Chair of Mid and South Essex NHS Foundation Trust.

COVID-19

Basildon patient who beat COVID-19

A 62 year old man has been called "the walking miracle of Basildon Hospital" after overcoming coronavirus, having been in a ten-day coma.

Malcolm Kitts returned from a visit to Spain in March and began to show symptoms of coronavirus. He was given a 50/50 chance of survival after being induced into a coma.

He thanked NHS staff for saving his life, adding: "I knew my chances were slim and I didn't think I'd come out of it.

His wife Tina Kitts, 62, said: "It was horrifying, I truly thought we were going to lose him and that I'd never see him again.

When the ambulance took him, the hardest part was not being able to go with him and be by his side.

"The consultant would ring in the evening to update me, even when they're so busy with everything going on. We will be eternally grateful to the hospital and ambulance staff for saving him."

David Walker, our medical director, said: "Malcolm's story of recovery and his admiration for the NHS workers who cared for him is exactly why we are running our #thankyou campaign. Our staff and our wider healthcare partners are doing a brilliant job, it's really encouraging to witness the community spirit.



Malcolm and Tina Kitts

"We will continue to share stories of hope and inspiration, both from patients and the dedicated staff who are going above and beyond to save lives. I also want to reassure everyone that we are doing everything we can to keep our staff safe and well."

COVID-19

Husband and wife who survived COVID-19 thank "phenomenal" Broomfield staff

Husband and wife Nigel and Wendy Cole (pictured) have paid tribute to Broomfield staff after both recovered from COVID-19 after treatment in intensive care.

Nigel, a 68-year-old retired structural engineer with no underlying health conditions, was brought to Broomfield after he failed to shake off what he thought was flu.

He later spent 36 hours on a ventilator in ICU.

But as Nigel's health began to stabilise, his wife Wendy deteriorated. She was rushed to Broomfield by ambulance and was on ventilation for nine days.

Their youngest daughter Katie said she "expected to lose one if not both of them".

"I was taken to a hospital on Saturday afternoon and I actually don't remember too much, apart from a doctor telling me that I was going to be put on a ventilator and

what the chances were of survival," said Nigel.

He added: "The next thing I remember is being transferred out of ICU to Frailty ward. Just like in ICU, the care

was excellent and the nurses were wonderful.

"Of course by then, Wendy had come in."

Wendy said that her and Nigel consider themselves "so lucky" to have recovered and thanked the team at Broomfield.

"It was a little bit touch and go when I got to eight days (in ICU) but what they did for me worked. The care at Broomfield was absolutely phenomenal. The staff were all wonderful. It was fantastic nursing.

Now the couple have been reunited at home, Nigel says he and Wendy have

one remaining wish:

"It's wonderful to be home but we're still longing for the day where we can give our daughters a hug."



Staff excellence

Basildon Hospital staff enjoy annual awards do

The stars of Basildon and Thurrock Hospital were out in force at the glitzy – and fun – annual staff awards ceremony in March.

More than 100 employees of Basildon and Thurrock Hospital attended the black tie event at Orsett Hall.

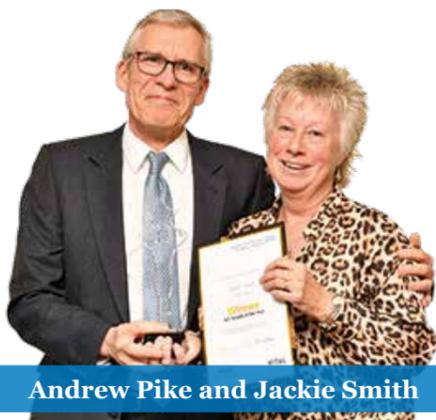
The 11 award winners included dementia activity coordinator Debbie Hewitt, who was named Hospital Hero of the Year for the warm and kindly way she reassures distressed patients.

Senior sister Jackie Smith took the Senior Leadership Team special award in recognition of her “brilliant nursing skills, the way she supports her team and her tireless efforts to develop our next generation of nurses”.

110 staff were recognised with long service awards for their commitment and loyalty, ranging between 20 and 45 years.

Managing director Andrew Pike said: “It is hugely inspiring to see such exceptional individuals and teams being recognised for going the extra mile and displaying such commitment to our patients.”

As well as letting their hair down with a spot of dancing, winners, finalists and colleagues frolicked in front of the selfie mirror to capture memorable moments.



Andrew Pike and Jackie Smith



Debbie Hewitt, Activity co-ordinator

CONGRATULATIONS TO:

Healthcare assistant

Tracey Haste, Maternity care assistant

Nurse/Midwife

James Squires, Senior charge nurse

Allied health professional

Claire Rock, Occupational therapist

Doctor

Shilpa Raje, Consultant physician and geriatrician

Clinical team

Critical care team

Non-clinical team

Changing pathway team

Non-clinical employee

Alan Larn, Freedom of information officer

Hospital Hero

Debbie Hewitt, Activity co-ordinator

Apprentice

April Downey, Nursing associate

Leader/manager

Roslyn Blackboro, Head of nursing, surgical services

Senior Leadership Team (SLT) award

Jackie Smith, Senior sister

Trust news

New appointments

Dr Stuart Harris

Dr Stuart Harris has been appointed as Medical Director for Southend Hospital.

Dr Harris has been a consultant cardiologist and electrophysiologist at the Essex Cardiothoracic Centre (CTC) since 2007, and group clinical director of cardiovascular services for our Trust.

As Medical Director he will continue to work one day each week in the CTC, but will be stepping down from his clinical director post to focus on his duties at Southend.



Cheryl Schwarz

Cheryl Schwarz has been appointed as Director of Nursing at Broomfield Hospital. Cheryl will take over from Wendy Matthews.

Cheryl has worked at Southend for 26 years and many of you will know Cheryl from her current role as Deputy Director of Nursing at Southend. Cheryl has a wealth of experience, both professionally and in senior leadership roles, including acting Chief Nurse.

With her comprehensive knowledge of our local health area, we are confident that Cheryl will hit the ground running.



Patient care

Dr Babu film wins national charity award

The film of paediatric consultant Mahesh Babu being reunited with seven-year-old Joshua Newman – the boy he saved at birth – won the People’s Choice award at the national Charity Film Awards.

The ceremony was broadcast online with Joshua and his family, Dr Babu and the team who made the film from Healthwatch Essex joining together on a Zoom call to watch the winners announced.

Dr Babu said: “We had such a wonderful evening, it was a very happy occasion. Joshua is an amazing boy and the Newmans deserve it. They have done so much over the years to support the NHS.

“Joshua had so many complications we never thought he’d be doing what he’s doing now at this age. He’s a survivor.”

Joshua was born at 28 weeks, weighing just 2lbs 7oz, and suffered six cardiac arrests. Joshua’s mum, Suzy, credits Dr Babu with saving her son’s life.

Dr Babu, who has worked at Broomfield since 1994, vividly remembers the night Joshua was born, adding: “Joshua is one of my most memorable patients. He was antenatally diagnosed with a heart condition and when he was born he was in a poorly state. He needed ventilation to support his breathing.

“I was on call and I was trying to resuscitate him in the neonatal unit. It was very difficult that night with the oxygen



saturation and oxygen levels in the blood, and we had great trouble in getting Joshua the appropriate ventilation strategy to stabilise him.

“Even that night his mother was telling me that I was doing the right thing and to please continue – they were so supportive to the team of nurses and doctors.

“Joshua is a wonderful, happy boy. If he sees me in the clinic he’ll come running to me! It’s such a pleasure to see him and his family when they come to paediatric and cardiac clinics.”

Asked how it felt to now be a film star, Dr Babu laughed and said: “I’m not the star, Joshua is!”

Professional development

Trauma training for emergency nurses



An innovative course has been designed and developed by two senior nurses at Southend Hospital's Emergency Department. The course aims to improve care and treatment of patients who have experienced traumatic injuries.

The training covers physical as well as psychological care such as initial assessment and treatment of life threatening injuries, emergency blood transfusion, stabilising patients for transfer and teamwork.

It is the first programme of its kind in the region and will ensure that trauma teams are trained to level 1 standard and certified by the North East London and Essex Trauma Network (NELETN).

It will be an on-going course provided for all current and new nursing staff in the Emergency Department at Southend Hospital. The aim is to ensure all staff are trained to the highest possible standard.

Samantha Elden-Lee, senior advanced clinical practitioner at Southend Emergency Department, said: "Communication is key to what we do and working as a close knit team that understands the demands of emergency care allows us to do the best we can for each other and our patients."

"This one day course is designed to bring everyone together and focus on how we can improve care, share expertise and improve the chance of survival for seriously injured patients."

It is hoped that the Trauma Training for Nurses will be open to Basildon and Mid Essex staff in the future.

Professional development

First ever group paediatric cardiac study day

The first ever Paediatric Cardiac Study for Mid and South Essex NHS Foundation Trust (MSE) was held earlier this year at the Lecture Theatre at Southend Hospital.

More than 50 staff from all our hospital sites.

It was a great opportunity for nurses and other medical staff from all backgrounds in paediatrics to work with the paediatric cardiac team to understand and explore commonly seen cardiac conditions in new born babies and children.

Staff from the Royal Brompton Hospital provided lectures about the psychological effects on family and children. Nutritional aspects of cardiac patients were also discussed.

There was lots of positive feedback from staff who attended the study day. Another study day is being planned which will include simulation for medical and nursing staff.

MSE is now creating robust links with the Royal Brompton for patients and staff which will have a significantly positive impact on patient care.

The study day was sponsored by Synargis who provided lunch, tea and coffee throughout the day. It was also supported by the British Heart Foundation who provided staff with information on children's heart conditions.

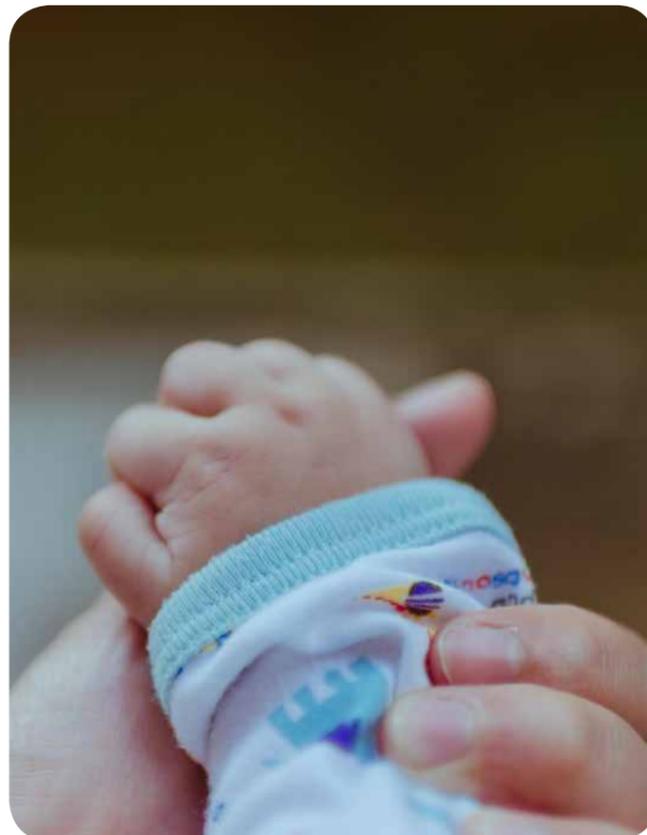


Photo by baby gp on Unsplash

Patient care

Home for Lunch delivering as discharges double

Broomfield's Home for Lunch initiative has been hailed as a success as the number of patients returning home before 11am has more than doubled since its launch.

The weekly average of pre-11am discharges has jumped from 50 a week during the last three months of 2019 to 111 a week over the first five weeks of the campaign.

Early discharges are safer and more convenient for patients as they get home in daylight whilst pharmacies and shops are still open.

Richard Pearson, director of operations for urgent and emergency care, has been one of the key figures behind the project. He explained how Home for Lunch benefits all patients: "Patients not being discharged at the right time causes a build-up in ED and delays to patients being seen and treated. That was evident here where the vast majority of discharges were happening in the afternoon."

"If patients - particularly elderly, frail patients - are back home in time for lunch then you can guarantee their discharges will be safe, secure and as well-managed as they can be."

Launching the initiative involved teams from across the hospital including clinical improvement, integrated discharge, flow coordinators, pharmacy, the discharge lounge and site managers.

Richard has been delighted by the response, adding: "What



was really pleasing was that as we spoke to clinical teams – nurses, doctors, allied health professionals – everyone liked the idea, particularly the fact we were talking about the issue with a patient focus. It's not about the organisation and performance, it's about patient care. Normally when you launch an initiative like this it takes time to get some traction but there was an immediate uptake."

Weekly prizes have been on offer for the best-performing wards and the plan is to maintain momentum and for the initiative to become permanently embedded in practice.

Innovation

Ground-breaking maternity app rolled out across group

A ground-breaking maternity app that allows women to communicate with registered midwifery staff 24/7 is now available to women booked to give birth at Basildon, Southend or Broomfield hospitals.

Called Maternity Direct and thought to be amongst the first of its kind in the world, the app allows women to access support during the current pandemic without leaving home.

Set up for non-urgent enquiries, the Maternity Direct app ensures pregnant women have swift access to advice from local midwives without an appointment or even a telephone call. A record of the digital chat is stored in the secure application and on Trust servers.

With up-to-date information and a midwife to hand, women can access non-urgent support and advice when they need it. It can also reduce the need for non-

urgent appointments.

It was developed by midwives from Basildon and Thurrock Hospital working with software developer Acadiant

Limited. It was rolled out at Southend and Mid Essex hospitals last month, highlighting how the merger of the three hospitals is improving the sharing of innovation and expertise.

Since August more than 5,000 women have registered with the app, with more than 1,400 using it to ask questions or seek reassurance from midwives. Nearly 80% of women chatting said they would have used another NHS service if the app wasn't available.

Chief nursing officer, Diane Sarkar, said: "This truly is a fantastic innovation which supports women throughout their pregnancy, not only providing a more streamlined service to them but also improving the delivery of care by staff."



Fundraising round-up:

Our friends and supporters work tirelessly to help us – and each issue of connect brings you the stories behind the donations

Help to make patients' lives better

New hospital charity steps up to the plate for staff and patients

Generous businesses and individuals have donated thousands of gifts to NHS staff but the Trust's charity has reminded the public that 'the greatest gift is to stay at home'.

The newly formed Mid and South Essex Hospital Charity launched a campaign in late April reinforcing that message. The campaign is also coordinating ongoing support for staff and patients. The charity brings together the former hospital charities for Southend, Basildon and Mid Essex hospitals.

Charity director Lucy Thomas-Clayton said: "The generosity of our local community has been overwhelming and never more important than now, when our staff and volunteers are working tirelessly to care for COVID-19 patients. In response, we have launched an urgent appeal for donations to help support their efforts, with people able to give money at www.justgiving.com/campaign/msehelpyourhospital

Each of the hospitals has opened a new 'wellbeing' room, funded by the appeal.

The wellbeing facilities for all staff provide quiet and comfortable spaces to reflect and relax, as well as offering virtual and face-to-face counselling and support.

The charity has also accepted many donations of Kindles, iPads and other patient communication aids.

Alan Tobias OBE, Chair of the Charitable Funds Committee, said: "Thank you to all local organisations and individuals that have already supported our appeal. From back garden marathon runners to supermarket collection boxes at tills, every effort is greatly appreciated."



Our appeal is funding projects such as:

- Care packs with snacks and toiletries for teams working intensively to care for patients
- Wellbeing resources to alleviate stress for people who are working under constant pressure
- Establishing fully equipped staff rest areas so staff can take a break
- Alternative transport to and from work such as taxi or a minibus
- Relaxation for patients including toiletries, puzzle/colouring books and dignity clothing
- Electronic communication aids to support patient mental health during isolation by enabling virtual contact with loved ones.

Want to donate?

If your family or friends wishes to donate gifts, staff benefits or their time – or to tell us about possible sources of PPE – please ask them to contact the charity using the following details:

Southend:
T: 01702 385337 or
E: fundraising@southend.nhs.uk

Basildon:
01268 524900 ext. 2897 or
E: charity@btuh.nhs.uk

Broomfield:
T: 01245 362000 ext. 4860 or
E: fundraising@meht.nhs.uk



Personal protective equipment

Each hospital has a hub for receiving personal protective equipment (PPE).

If you would like to donate PPE please contact us to check the suitability of equipment and arrange collection/delivery by emailing MSEHelpBureau@southend.nhs.uk



Staff spotlight

Bertha A. Calles Cartas

Bertha is Assistant Librarian (Clinical and Outreach) based in the Education Centre at Southend Hospital. Here she shares her passion for her job and how she is inspiring others.



What does your job involve?

My role is to support the information needs of staff. For example, we come to ward rounds with consultants and sometimes they need to do further investigations on patients. We conduct literature searches for them to find out more on the treatments and procedures or to write case studies. We do literature searches for staff doing research, to support junior doctors' presentations, for guidelines reviews, for service provision and for quality improvement projects. We save staff time so they can invest their time in a more productive way, using their skills.

What do you enjoy most about your job?

I love to work for an organisation that saves lives. As NHS librarians we do not work for the library,

we are NHS workers and we are here to support our staff. I also volunteer at a school and talk about my job to inspire young people to consider career paths they could have never considered because of the lack of role models. In my presentation for years 3, 4, and 5, I show them the different types of specialist libraries such as NASA, House of Commons, the Vatican Library and many others – it has blown them away! I was so satisfied to represent non-clinical NHS staff and proud to tell the children that doctors and nurses are making the best decisions on care for their patients because they team with librarians to obtain the best evidence.

Do you find aspects of your role challenging?

It can be frustrating to realise that people still associate libraries with

uptight environments.

It is frustrating that people think we will be annoyed being asked questions or being asked for help. What we want is to encourage our users to ask questions and use the resources we have available for them.

What advice would you give to your younger self?

Very much what I say to the kids I meet at schools: "be open and keep learning; you will find your place". I was not an avid reader. I was not a reader at all. As a child I wanted to know everything about the world. I certainly found encyclopaedia's brilliant tools to know about things, but I didn't stick to any reading. There is this stereotype that librarians have to be assiduous readers. I would say to my young self: "Do not give attention to stereotypes".

Every day we get messages of support on social media from our patients, their relatives and friends. We are always grateful for the respect and gratitude shown to our staff. Thank you for letting us know how you feel.

 Basildon

Just wanted to say a huge thank you to all the amazing staff on the Wagtail ward. The care and support from all the nursing team, playworkers and teaching staff was incredible. Thank you also for looking after my husband and I. The parent facilities available were superb and made our stay and whole experience less stressful.

 Broomfield

Baby George made an early entry into the world and in these incredibly scary times the midwifery team at @broomfieldnhs Hospital in Chelmsford made all the difference to his safe arrival. His mum Sally wants to say a big thank you to them all. #ourprideofbritain #whosyours

 Southend

Amazing staff, doing an amazing job. Even before this Corona pandemic, you guys and girls were incredible, currently you're truly heroic.

Dave cookee