As part of the The Rotherham NHS Foundation Trust’s Right Care, Right Time programme of work, the Trust opened the Care Co-ordination Centre (CCC) at the end of 2012, which advises GPs seeking alternative care to hospital assessment and admission. The nurse-led service receives calls from practices in the borough and diverts patients, where appropriate, to alternative services including the Community Fast Response Team, Breathing Space and the Trust’s relatively new Oakwood Community Hospital.

The CCC is receiving an increasing number of calls from GPs and feedback from GP practices has been very positive to date. The centre is identifying further opportunities to improve pathways as the service develops. This is underpinned by a clinical pathways based Directory of Services (DOS).

Once the urgent care pathway service is embedded, the service will extend to provide post discharge support calls to patients with a view to reducing readmission levels into the Trust.

The Care Co-ordination Centre is open from 10am to 6pm Monday to Friday (this provision may be extended) and can be contacted on 01709 426600.

For further information, please contact Claire Newey (Lead Nurse) or Adele Brear (Business Service Manager) on 01709 424380

A GP contacted the CCC for advice on behalf of a patient who’d had multiple falls and a UTI causing confusion. It was agreed with the GP for the patient to be referred via the Fast Response team into an alternative level of care instead of requiring a hospital admission. In addition, the patient’s wife was unable to manage on her own due to communication problems, and so the CCC team liaised with social services who then supported her to be placed within the same service. Both patients and GP were very happy with the outcome.
More than 120 Coeliac patients (those intolerant to gluten) recently attended an event at the Carlton Park Hotel, Rotherham.

This is the second year that the Trust has staged such an event with the aim of making the patients of Rotherham aware of the variety of products and companies that provide gluten free products.

Twenty local and national companies showcased their gluten free products and there were Trust nutrition specialists from areas including diabetes and paediatrics on hand to advise patients throughout the day as well as cooking demonstrations and a chance to sample the food. Coeliac UK also attended the event to give patients support and advice.

Following on from the success of the Enteral Feed and Supplements Dietetic Prescribing (April 2006), the Trust's Nutrition and Dietetic Service took over the prescribing responsibility for Gluten Free Foods and Specialist Dietetic Products in September 2010. They are the first in the country to take over the responsibility of prescribing dietetic products from the GP thus giving the patients of Rotherham specialist dietetic advice before prescribing.

The department plans to hold future events in 2013. If you have any queries regarding Nutrition and Dietetic Prescribing in Rotherham please contact Katharine Phillips (Dietetic Prescribing Co-ordinator) on 01709 427079.
The Rotherham NHS Foundation Trust has been using the social networking site Facebook as an additional way to engage with patients, staff, the public and partner organisations and to communicate the latest news and information from the Trust. After a successful year of using Twitter, reaching 1500 followers in 18 months, the Trust joined Facebook to further improve the communications reach of corporate messages.

Facebook is a useful communications tool as it enables the Trust to communicate important health messages, information, pictures and events to staff, partner organisations and the public. It also allows the Trust to engage with the local community, encouraging two way communication between the Trust and its stakeholders. Facebook ‘friends’ can add comments to news stories, events and pictures as well as ‘liking’ stories, events and pictures, allowing the Trust to gauge engagement and stakeholder opinion towards certain events and initiatives.

If you or your Practice have a Facebook account and wish to ‘like’ the Trust then please visit www.facebook.com/TheRotherhamNHSFoundationTrust and hit the ‘like’ button.

You can also ‘follow’ us on www.twitter.com by searching for @RotherhamNHS_FT. Please also encourage your patients and staff to ‘like’ and ‘follow’ us.

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Specialist weight management support now available for diabetes patients

Reshape Rotherham is the Trust’s free 10 Week Weight Management Course, which takes place at a range of venues across Rotherham during the day time and in the evening.

Reshape Rotherham’s aim is to help people improve their lifestyle and wellbeing and can be accessed via their GP or as a direct referral.

There has been significant successes for patients who have taken part in the course in relation to their diabetes management. All the participants managed to reduce their insulin doses and one member of the group managed to reduce their total daily dose from 170 units to 32 units (a reduction of 82%). As a result of this patient’s significant weight loss, he will now trial without insulin. This represents significant cost savings in terms of prescribing and improvements in the quality of life for the group members.

If you would like more information on this course or would like to request referral forms for your patients, please call 01709 427725.
We are proud of the fact that the Charity intends to spend and invest £500,000 in 2013/2014 and will provide clear benefits for our patients.

Rebecca Allinson
Deputy Director, Corporate Relations

At The Rotherham NHS Foundation Trust we are extremely grateful for the charitable donations we receive each year. It is with your help that we are able to provide an enhanced experience and level of patient care.

Charitable donations are received by the Charity and are spent wisely to make a real and positive impact on patient services and facilities.

Donations are used to support a wide range of initiatives that would not otherwise be available through the NHS. From a Gamma Scanner to non slip slippers for the elderly, no item is too big or too small to be considered.

The Rotherham Foundation NHS Trust currently has three charitable appeals:

The Purple Butterfly appeal - established to raise funds to enhance the care we can provide at the end of life.

Dr Ted’s Children’s Appeal – our young patients’ welfare is our primary concern. We aim to enhance and improve the quality of life for children in the hospital and community.

The Venus Appeal - to support women’s health. To encourage more women to be healthy and well.

For more information on how to donate please contact Tracy Williams, Charity Development Officer on 01709 427589 or email tracy.williams@rothgen.nhs.uk
So small, so discreet...
Only you will know it’s there!

The Rotherham NHS Foundation Trust is delighted to announce a comprehensive new service for patients with hearing difficulties. We now provide a one-stop service for patients with a slight hearing loss, who are looking for a comfortable, discreet solution to improve their quality of life. Until recently, private hearing aids were only available via a limited number of outlets, including opticians and some pharmacies.

Fortunately, large, bulky hearing aids are a thing of the past and we offer a wide range of in-the-ear aids, providing optimum clarity, comfort and confidence. We provide a no obligation consultation and assessment service and offer a wide range of solutions to help with this common problem.

For more information, contact our team at Ear Care and Audiology Services, The Rotherham NHS Foundation Trust on 01709 423145 between 9.00 and 17.00, Monday to Friday.

Help us to keep waiting times low

The Rotherham NHS Foundation actively takes measures to ensure that patients attend their appointments at the hospital. Rotherham Hospital encounters appointments which are subject to patients not attending – these are called ‘Do Not Attends’. The category of the patients who are most likely to be DNAs are those in the middle age range (aged 45-65).

Patients may miss or cancel their appointments due to fear and anxiety about a procedure, coughs/colds or other minor illnesses or generally forgetting to attend.

In order to ensure that valuable appointments are attended by patients, the Pre-Admissions Centre telephones patients prior to their scheduled appointment to ask them if they have a cough or cold as this could cause the cancellation of a procedure. Debbie Timms, Day Surgery & Pre-operative Services Manager at the Trust says: “We do all we can to ensure that patients attend their scheduled appointments. We ask that our patients help us to keep waiting times low by informing us if they know that they cannot make an appointment. If we are not told, then other patients are kept waiting for their appointment.”

The centre assesses patients for every procedure except ophthalmology - Please help us by stressing the importance of patients keeping their appointments.
Focus on...
The Community Stroke Team

The Community Stroke Service comprises a multi-disciplinary team, providing stroke specific rehabilitation to stroke survivors within their own home.

Stroke survivors can be assessed and have many of their stroke needs addressed by members of one team:
- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Clinical Psychology

The team works very closely with Rotherham Stroke unit which means they have access to both nursing and medical staff for advice and joint sessions if required.
Intense Therapy
The team offers high intensity therapy within a client’s home. This service is available to any stroke survivor who is within six months of recovering from their stroke and who is registered with a Rotherham GP. The aim is to maximise clients’ recovery by offering a higher intensity of therapy over a shorter period of time.

72 hour review
The team offers all stroke survivors leaving hospital a 72 hour review. This is an essential part of the stroke pathway and is incredibly important to the patient and the carer. Leaving hospital can be a frightening experience and having a health professional visit within 72 hours can alleviate a lot of this anxiety.

Six month review
The team offers all stroke survivors a six month health and social care review. At this review they conduct a thorough assessment of the clients needs, which includes:
- Medication management
- Cognitive problems
- Communication problems
- Swallowing problems
- Falls risks
- Home environment
- Social needs
- Wellbeing / mood

Often as a result of this assessment they identify further needs and are able to signpost clients onto other community services. They can also identify risk factors for further stroke and give necessary advice.

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"Michael's Story.
I was admitted to the Stroke Unit at Rotherham Hospital. The staff were absolutely tremendous and I cannot praise them enough for the care I received...Before being discharged, the care team accompanied me to my home to check that I was capable of living independently, that I could shower, make hot drinks and generally look after myself. They made some adjustments to my home and designed a care plan to help me back on my feet.

I was visited regularly by a team of physiotherapists, occupational and speech and language therapists. The team were terrific.

Michael Dodsworth
Stroke Patient"
Following the completion of a comprehensive refurbishment programme, brave patient Ellie Duce, aged 11, recently officially re-opened the Park Rehabilitation Centre (PRC).

The much loved Rotherham facility was part of a review in 2011 which had the positive outcome of making the centre the heart of a rehabilitation village, with the help of its health partners, to revitalise the many facilities already located on the Badsley Moor Lane site. The modernisation and improvements were funded by NHS Rotherham and have enabled some internal reconfiguration and the installation of new lighting, windows and roof. These improvements ensure that the building is energy efficient and provide a safe and secure environment for the people of Rotherham to improve their health and wellbeing.

Accommodating the Physiotherapy, Occupational Therapy and Speech and Language Therapy teams, the services provided are used by NHS patients (those under the care of a professional therapist) as well as a range of support groups and by members of the general public.

In April 2011 Ellie spent eight hours fighting for her life after she sustained a fractured skull, broken left leg and serious damage to the skin on her left foot when she was involved in a road traffic accident in Dinnington. Ellie’s mum, Beverley, said: “Without the rehabilitation that Ellie received and continues to receive at PRC, I don’t think she would be nearly as good as she is today. I am very thankful for the support that she has received from the Trust’s Therapy Services team.”

During the reopening event, users of the centre, the Trust’s Chairman Peter Lee, Sue Cassin of NHS Rotherham and John Foden the Deputy Mayor along with the Deputy Mayoress had a tour of the centre to witness for themselves the improvements that have been made for the benefit of the people of Rotherham.

“"
The Rotherham NHS Foundation Trust is delighted to launch a new open-access service for 24 hour ECG monitoring, for GPs who wish to investigate patients at low risk of significant cardiac pathology.

The service has been 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 has been agreed within the service specification.

All aspects of the service, including the fitting of the recorder, analysis and interpretation of the results will be carried out by the Cardiology department, supported by fully qualified Clinical Physiologists and Consultant Cardiologists.

Full details of how to access the service, including the referral guidelines and a referral form can be found at www.therotherhamft.nhs.uk/24hourecg

Quick Check Referral Criteria

- Over 18 years of age
- Normal ECG (including RBBB /1st degree AV block)
- Normal cardiac examination
- Good exercise capacity
- No prior cardiac history
- No symptomatic ectopics and chest pain, or SOB, or Syncope, or pre-existing cardiac disease
- Patient does not have a suspected drug related phenomenon (e.g. acquired long QT syndrome)
- No Family history of sudden death < 40 years
- No Personal loss of consciousness

Patients must fulfill all the above criteria to access the 24 hour ECG monitoring service.

For more information or to receive a practice visit with more information on the service, please do not hesitate to contact us on 01709 427670 or email dawn.jones@rothgen.nhs.uk
eDSM launches in Rotherham

The SystmOne eDSM (enhanced data sharing model) functionality is now available across Rotherham for all Rotherham Clinicians using SystmOne.

With 25 GP practices using SystmOne and over 150,000 patients in Rotherham registered with these SystmOne practices, plus the 350,000 active SystmOne records on the 51 clinical units managed by The Rotherham NHS Foundation Trust (TRFT), patients of Rotherham should now greatly benefit from all organisations being able to share clinical information much more easily and quickly, with permission of the patient.

The previous version of SystmOne meant clinical information was not always viewable by all clinicians treating patients. To share or view information, clinical staff would need to set up individual sharing between units making this time consuming. All clinicians will now have the opportunity to view a greater wealth of clinical information, if not all elements of clinical information, held in any SystmOne record throughout the country, should the patient agree. The patient can decide who can view their records and what aspect of their records are viewed. Following a discussion between clinician and patient it is hoped sharing will be initiated as a two way process with patients being able to decide what is shared and viewed. Information can be marked as private, but more importantly the patient is in control of sharing preferences and this can be changed at any time during their episode of care.

Paul Chapman Head of Community Clinical systems at TRFT said: “Patients in Rotherham now have greater control over who can view their SystmOne record and when and where it can be viewed. This includes their GP record, which is a real benefit for community staff.

“Staff at TRFT will also have greater visibility of SystmOne patients’ records held by other organisations in Rotherham, including GPs, Rotherham Hospice and RDASH. By having visibility of the information, it will allow clinicians to make a more informed decision about the care to be provided but more importantly reduce the need for patients to repeat giving the same information, saving time and unnecessary phone calls. Using existing sharing policies all records of any under 19 year old will be shared to ensure all clinicians continue to view important information such as Child Protection.”

Rotherham as a health community is the first organisation to go live with this functionality since the sign off by Connecting for Health last year. At present three other areas in the country; Middlesbrough, Sheffield and North East Lincolnshire (all pilot sites) are using this functionality.

In preparation for the system going live, the TRFT virtual SystmOne team have provided support to TRFT SystmOne users by carrying out a number of awareness sessions across the area.

Paul Chapman continued: “With this new functionality we can now explore the use of electronic referrals between all SystmOne organisations supporting the existing electronic system we have in place such as C+B and Strata, helping us to move one step closer to a paperless referral system in the future.

“For TRFT, the next phase will be the introduction of SystmOne Clinical Record Viewer, then the introduction of electronic referrals via SystmOne initially between TRFT SystmOne units but then with any other SystmOne providers later in the year.”
In January, The Rotherham NHS Foundation Trust began asking patients if they would recommend services to their friends and family, as part of a national project to gain feedback from their patients about their experience in hospital.

Information is collected on a voluntary basis from patients based on their experience of the care they have received either as an inpatient at the Trust or during their A&E attendance. This information helps the Trust to develop and build on the high quality care it already offers.

There are several options for patients to request to give feedback including asking to use the hospital 'touch pads' that are available in A&E and inpatient wards, accessing the touchscreen situated at the entrance to A&E, via the Trust’s website, or by scanning the QR code on posters promoting this initiative using their smartphone.

The Friends and Family project is part of a national initiative implemented in the NHS, in response to recommendations by the Nursing Care Quality Forum to improve standards of care across the UK.

Group Nurse Moira Hardy says: “The intelligence we can gain from our patients is very helpful. We need to know what they think of their experience at our hospital, which includes both positive and negative aspects of care, so that we can improve our services and target them more effectively.

“Information will be collected on a voluntary basis, we don’t want anyone to feel they have to tell us but it would be very helpful if they could. We are encouraging patients to provide feedback at discharge or within 48 hours of them leaving the Trust so we can make sure that the care we offer is as good as it should be and highlight any areas where we need to improve.”

This feedback will be published on the Trust’s website from April 2013. For more information about the Friends and Family project please go to: http://www.dh.gov.uk/health/2012/05/friends-family/

### Waiting Times

**January 2013**

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