

Poole Hospital Annual Report

2006/2007



Best hospital for speed, efficiency and beating bugs

Improvements in surgery

Staff give Poole Hospital top marks

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www.poole.nhs.uk

'Excellent' diagnostics

Poole Hospital NHS Trust was one of only 16 hospitals in the UK to receive an 'excellent' rating in the Healthcare Commission's Diagnostic Services study.

The Healthcare Commission's snapshot study last September looked at tests such as X-rays, scans and blood checks provided by 153 trusts in the United Kingdom.

Quicker recovery

Changes to the trauma wards are helping to put patients who have suffered injury or accidents back on the road to recovery more quickly.

The three trauma wards - Ashley, Evershot and B3 - have been reorganised so that Ashley and Evershot take newly admitted patients and B3 is reserved for those patients who need rehabilitation before discharge.

Poole Hospital website

Poole Hospital has a new website and a new address: www.poole.nhs.uk

The site was launched in November and has been redeveloped with the help of Dorset Primary Care Trust. It aims to give clear and accessible patient information and has already received positive feedback from users.

TARGETS EXCEEDED

Poole Hospital met all its financial targets in 2006/07, ended the year with a small surplus and exceeded national waiting time targets for emergency care, inpatients, outpatients and diagnostics.

At the end of the financial year April 1 2006 to March 31 2007, none of our patients were waiting over 18 weeks for admission - better than the target of 20 weeks set for us by the South West Strategic Health Authority (NHS South West).

All patients needing an outpatient appointment were seen for the first time within nine weeks, except for urology, ophthalmology and renal appointments, and everyone was seen within the local target of 11 weeks. In addition, no patients waited more than 13 weeks for a CT or MRI scan and the majority were seen in considerably less time.

Throughout the year, we met the target for admitting or treating and discharging 98 per cent of patients in accident and emergency within four hours.

We also consistently met the standards for treating cancer patients within 31 days of the decision to treat and 62 days



Photo: Becky Ward, Medical Photography

First for Poole Two new state-of-the-art radiotherapy machines, the first in the country, were officially opened by former Arsenal footballer and sports commentator, Bob Wilson, last December. See full story on page 5.

of an urgent GP referral.

We maintained improvements in the rate of operating on trauma patients, with 97 per cent of all patients having surgery within 48 hours, including those with broken hips (fractured neck of femur).

We halved the number of patients with hospital acquired MRSA bacteraemia to just fifteen cases. We were therefore disappointed that the total number of patients with MRSA last year was 21 - the reminder of cases being acquired in the community. This pushed us over our target

for the reduction of MRSA by just two cases.

The other area of disappointment last year was in delayed discharges. From December 2006 to the end of the year, we had major difficulties with transfers of care to Social Services due to difficulties in the provision of packages of care. We are working closely with Social Services and the Bournemouth and Poole Primary Care Trust to resolve the problem.

Sue Sutherland, Chief Executive, said: "This was another year of outstanding

achievement for Poole Hospital with all major targets exceeded and our books in balance, despite additional financial pressures throughout 2006. This could not have been delivered without the hard work of our staff and I would like to say thank you to everyone who has helped to deliver this success.

"I am now looking forward to building on these achievements and securing a better future for Poole Hospital as we move forward to become an NHS Foundation Trust later this year."

What we do and who we serve

Poole Hospital provides a wide range of acute services to people in Poole, East Dorset and Purbeck. We have 789 beds, including 74 used for day cases.

We serve as the major trauma centre for East Dorset. This means that at least 85 per cent of our inpatients are admitted as emergencies and the hospital provides services

for all medical, elderly, surgical and child health emergency admissions.

We provide a number of core services - ear, nose & throat, child health and maternity - for a wider catchment area, including Bournemouth and Christchurch. The Hospital also provides specialist services, such as oral surgery and neurological care, for the

whole of Dorset and is the Cancer Centre for Dorset.

Poole Hospital employs 4300 staff and last year had an annual turnover of £151m.

Each year we treat some 44,500 inpatients, 17,500 day cases and see 64,000 new outpatients. Around 57,000 people attend our accident and emergency department every year.



Photo: Becky Ward, Medical Photography

Who makes up the Hospital Trust Board?

The following people make up the Trust Board at Poole Hospital (interests shown in blue):

Chairman

Peter Harvey

Trustee - Dorset Health Trust (grant-giving charity)
Daughter is a nurse at Poole Hospital

Non Executive Directors

Geoffrey Carleton
(to 30 November 2006)

Charles Cunningham
(from 1 December 2006)

Elizabeth Hall
Daughter is a doctor at Poole Hospital

John Knowles
Deputy Chairman & Board member - Bournemouth University
Chairman - DEK Printing Machines Ltd
Chairman - Court Barton Ltd
Director & Shareholder - NED Promedica UK Ltd
Director & Shareholder - NED AMBA Medical Ltd
Director - Dover UK Holdings Ltd

Jean Lang
(from 1 December 2006)
Trustee - Dorset Health Trust (grant-giving charity)

Yvonne Moores
(from 1 November 2006)
Pro-Chancellor - Bournemouth University
Non-Executive Director - National House Building Council
Patron - Association for Continence Advice

Julia Sullivan
(to 30 November 2005)
No Interests

William Tudor-Thomas
(to 31 July 2006)
No Interests

Executive Directors

Sue Sutherland
(Chief Executive)
Non-Executive Board member - Bournemouth University (unpaid)

Sue Donaldson
(Director of Human Resources from 1 November 2006)

David High
(Director of Human Resources to 12 July 2006)

Roger Packham
(Medical Director)

Martin Smits
(Director of Nursing)
Ex-officio member, Poole Hospital League of Friends

David Taylor
(Director of Finance from 1 October 2006)
Director - Mobilecare Ltd (unpaid)

There are also four Executive Directors who do not sit on the Trust Board:

- Michael Beswick (Director of Strategy)
- Heather Hauschild (Director of Operations)
- Pauline Malins (Director of Communications & Marketing) (from January 1 2007)
- Derek Morgan (Director of Facilities Management)

Mrs Sue Sutherland took up her appointment as Chief Executive on 1 August 2005 on an open contract. The Trust Board may terminate this appointment. The post is subject to the normal Trust disciplinary procedures. The Medical Director is appointed by the Trust Board on a three-year contract, which may be extended by two years. This appointment may be

terminated or renewed by the Trust Board.

The remaining Executive Directors are all appointed by the Trust Board on open contracts, which are subject to Trust disciplinary procedures and which the Trust Board may terminate. The Chairman was appointed for a period of four years in November 2000 by the Secretary of State for Health. The NHS Appointments Commission has extended this contract for a further four years to November 2008. The other Non-Executive Board members are appointed by the NHS Appointments Commission on behalf of the Secretary of State for Health. These appointments are for periods of four years, which may be extended by the NHS Appointments Commission.

Remuneration Committee

The current membership of

the Remuneration Committee, which reviews the salaries of the executive management team of the Trust, is the Chairman of the Trust Board, Mr Peter Harvey, and all the non-executive members of the Board.

Audit Committee

The Audit Committee, which consists of the five non-executive directors of the Trust, has an important role to play in ensuring that the Trust conducts its financial affairs within an environment of honesty and integrity. The main objectives of the Audit Committee are to ensure that the Trust's activities are within the law and regulations that cover the NHS and that an effective internal financial control system is maintained. The committee must be able to assure the Trust Board that the system of internal control is operating effectively.

Internal auditors assist the Audit Committee by providing a clear statement of assurance regarding the adequacy and effectiveness of internal controls. The Director of Finance is professionally responsible for implementing systems of internal financial control and is able to advise the Audit Committee on such matters. In addition the Trust has Government-appointed external auditors whose objectives are to provide an independent assessment of the Trust's statement of accounts, general financial standing, financial systems, arrangements for preventing and detecting fraud and corruption and its management arrangements. Special 'Value for Money' audits are also carried out whereby a particularly in-depth study of a specific area is undertaken.



Photo: Becky Ward, Medical Photography

Chief Executive Sue Sutherland with Chairman Peter Harvey.

Annual health check

New national health ratings published for the first time last year confirmed that Poole Hospital is providing good quality services and highlighted examples of excellence in our practice.

The national star ratings previously used as an indicator of levels of service in hospitals were replaced by a new annual performance rating called the 'Annual Health Check'. This comprehensive and rigorous approach to measuring all round performance was published by health watchdog the Healthcare Commission, which exists to promote improvements in the quality of healthcare and public health in England.

Poole Hospital gained a rating of 'Good' for quality of

services and 'Fair' for use of resources. This means that we are providing good quality services and performing adequately in terms of the use of our resources.

The Healthcare Commission's new Annual Health Check scored organisations in the NHS on many aspects of their performance, including how well they manage the quality of the services they provide (quality of services) and the finances (use of resources). These results are based on a range of information gathered throughout the year. This includes information about whether organisations in the NHS are meeting the targets and standards set by the Government.

Patients put food amongst the very best in the country



Photo: Becky Ward, Medical Photography

Patients have judged the standard of food at Poole Hospital to be amongst the very best in the country.

The results of the latest national independent Inpatient Survey, published in May 2007, show that 75 per cent of patients thought that hospital meals at Poole were 'very good' or 'good', and 92 per cent said that they always

had a choice of menu. This gave Poole Hospital the third highest score for food in the whole country and placed us top in the South West region.

Poole scored the highest rating in the South West for standards of cleanliness, with some 96 per cent of patients surveyed concluding that Poole Hospital was either 'very' or 'fairly' clean.

Poole also did very well for patient satisfaction scores for overall care and waiting times.

Some 93 per cent of patients said that, overall, the care they received was 'excellent', 'very good' or 'good', while 75 per cent of patients waited less than three months for admission to Poole Hospital.



Photo: Becky Ward, Medical Photography

Poole one of the best for admissions

Poole is one of the best hospitals in England for speed and efficiency in admitting patients to the Hospital.

The Healthcare Commission placed Poole Hospital in the top 10 in the country for offering its patients a choice of admission dates.

The Hospital also scored highly when measured on patient waiting times and received a 'good' rating overall in a report published by the Commission, comparing 153 acute hospitals across England. The report looked at how hospitals managed admissions

both for emergency care and patients on a waiting list. It found generally that there were fewer delays in accident and emergency departments and reduced lengths of stay for people admitted for surgical procedures from waiting lists.

A new sensory room for children

A new sensory room to help soothe and relax children was opened last October.

The room, which has been funded by a generous donation of £10,000 from the Dorset Provincial Grand Lodge of Mark Mason's Benevolent Fund, provides a place of relaxation and stimulation for children whilst they are in hospital. It can also be used for specific work with children with special needs.

Other developments in Children's Services included:

A 'Chill out' zone for teenagers was opened in April for young people aged from 12 to just under 16. The ward is called 'Owls' and has seven beds. There is a dedicated team of nurses who have a special interest in caring for young people. The area is equipped with the most up-to-date entertainment, which was donated through the special



efforts of fundraisers. Patients can continue with their studies, and a youth worker 'pops in' once a week to help with any issues the patients may have.

New child-friendly treatment rooms in the Emergency Department were opened in March. The £17,000 cost of refurbishing the paediatric treatment rooms was paid for by Poole Hospital's League of Friends.

In addition, £5000 for curtains and fittings to make the rooms more comfy has been donated from the Hospital's Wish List fundraising scheme. The rooms mean that children can be treated in an appropriate and comfortable environment, which will help them relax when they may be feeling unwell.

The introduction of a Chronic Fatigue Syndrome and ME Service for young

people across East Dorset. This has now been running successfully for the past year. The team of Psychologists, Physiotherapists, Occupational Therapists and a Paediatrician provide a specialist service for children up to the age of 16 and revolve around the individual lifestyle plan.

The Child Development Centre has introduced an Integrated Assessment Group process for children aged

between 0 and 5 years of age. The child and family now get referred into the centre and attend for four weeks, where they are assessed by a team of professionals from Health and Education. The group allows the professionals to thoroughly diagnose the child and present comprehensive feedback and advice in the final week.

Fundraising reaches new heights!

the
Wish
list



The Wish List, Poole Hospital's fundraising scheme to buy equipment for wards and departments, raised an incredible £310,455 for the financial year 2006/07 bringing the total amount raised since its launch in 2004 to £565,032.

Efforts last year were concentrated on raising £32,500 to modernise the hydrotherapy pool for a planned re-opening during the summer of 2007.

Other achievements included:

- Our London Flora Marathon team raised £12,000 towards the Care of the Elderly wards and Kingston Lacey Ward.
- The Wish List combined with the Rheumatology

Department to buy a musculoskeletal ultrasound machine and, with the Brown Dog Cancer Charity and ever-loyal fundraisers Bob and Lindsay Oliver, managed to refurbish both mobile vans for the Dorset Breast Screening Unit.

- Proceeds from the Rossmore Community Fun Day with sponsors P & W Transport have purchased two Warming Beds for the Neo Natal Intensive Care Unit (NICU).
- New and replacement bladder scanners; new machines that read vital signs for the Accident & Emergency Department; and syringe pumps for the Children's Unit.

Pictured left: After one year's hard fundraising for the Wish List and Forest Holme palliative care unit, our intrepid trekkers make it to the top of Machu Picchu.

State-of-the-art radiotherapy machines a 'first' at Poole

Two new state-of-the-art radiotherapy machines were officially opened at Poole Hospital last December.

The machines provide extremely accurate and precise cancer treatment, which is tailored to the individual needs of each patient. They can then record detailed pictures of the treatment that has been delivered to the patients.

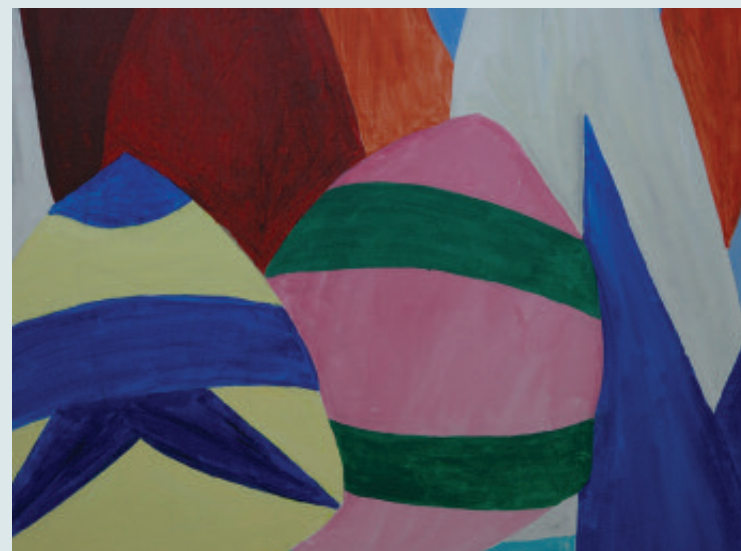
Poole Hospital was the first in the UK to have the Varian Clinac IX Radiotherapy machines installed. The new radiotherapy machines mean that Poole can continue to offer some of the most technologically advanced treatment to the patients of Dorset. The Varian machines

reduce the side effects of the treatment because of the precision of the radiation that is delivered.

The Radiotherapy Department took delivery of an Oncology dedicated CT scanner in March. Delivered with great skill by crane on a blustery day, the scanner is now in clinical use.

The Phillips Brilliance Big Bore scanner will allow accurate and rapid planning of radiotherapy treatments for an increasing number of patients within the radiotherapy department. It also means that patients can be scanned in the same position as they will receive their radiotherapy treatment.

Our Estates department commissioned and oversaw the installation of a special building to house the machines. The Varian Building received an added boost from the Poole and East Dorset Arts Society last October. Members painted and donated more than 60 canvasses to brighten up the waiting areas. This permanent exhibition was opened by nationally acclaimed Dorset sculptor, Mike Chapman.



Above: Detail of one of the works of art by Judith Lott.

New non-invasive respiratory beds help patients to breathe more easily



Dr Simon Crowther, Sister Karen Hancock and patient Mr Peter White demonstrate the ventilator.

A new facility for patients suffering from severe breathing difficulties was opened at Poole Hospital on Monday 14 May 2007 by Mrs Valerie Lane-Fox Pitt-Rivers, the Lord-Lieutenant for Dorset.

The two non-invasive ventilation beds are situated on Arne Ward and will allow patients with respiratory failure to be treated with state-of-the-art technology

The new ventilators will mean that these patients will no

longer need to have a breathing tube inserted into their airway, but can be ventilated by way of a special mask instead. This will be done on the ward when the patient is stable rather than in the High Dependency or Intensive Care Units.

The £25,000 cost of installing the beds and developing the bay where they are situated has been met from the Dorset Health Trust and the Dorset Respiratory Support Group.



Photo: Barry Jennings

Dorset Breast Screening Unit performance is 'excellent'

Performance figures for the Dorset Breast Screening Unit, which is run by Poole Hospital, have been judged as 'excellent' in recent Quality Assurance checks.

Dorset Breast Screening Unit received its three-yearly Quality Assurance visit on 19 April 2007, as part of the process of maintaining quality standards in the National Breast Screening Programme.

The Quality Assurance Visit provides an opportunity to reflect on the achievements of the last three years, look in detail at our performance data and also anticipate the developments ahead.

This assessment covers all aspects of the programme including radiology, pathology, radiography, surgery, nursing, medical physics and clerical/administration.

One of the cornerstones of the visit is performance data. In addition to the easily measured waiting times, the unit is closely monitored on the number of patients we call back for further assessment, biopsy rate, pre-operative diagnostic rate and cancer detection rate. Not only are the numbers of cancers we detect recorded, but also the size e.g. number of cancers less than 15mm/1000 women screened. We screened approximately 30,000 women and picked up 260 cancers.

For the vast majority of the performance data we exceeded the National Targets and were above average for the South West Region. The Director of Quality Assurance for the South West Region stated that our performance figures were excellent.

Waiting times for wrist and elbow problems cut

Waiting times for investigating wrist and elbow problems have been reduced by training Clinical Physiologists to carry out the work previously done only by Consultants.

Clinical Neurophysiologists at Poole can now investigate and report the results of both Carpal Tunnel Syndrome and trapped nerves in the elbow. This has cut the waiting times for these procedures from 26 to three weeks.

It also means that Consultant Clinical Neurophysiologists are able to concentrate on more complex nerve conduction studies, reducing waiting times for these cases from 26 to 12 weeks.

Photo: Becky Ward, Medical Photography



Haven Birthing Suite

A second birthing pool room was opened at Poole Hospital in May to offer more choice to mums who prefer to have their babies in water.

The new pool has been kindly sponsored by the Dorset Health Trust.

The pool is situated in the Haven Birthing Suite at St Mary's Maternity Hospital, which provides a homely midwife-led service for women who are low risk and choose minimal medical intervention.

The extra facility will help meet a growing demand from

mothers who will use it not just for water births but also for pain relief during labour.

The number of women using a birthing pool had increased from less than 20 in 2004 to 260 last year, with 126 mothers actually giving birth in the water.

The Haven Birthing Suite team also won third prize in the 'Team of the Year' Awards organised by the British Journal of Midwifery.

Other developments in maternity services

As part of a national programme, Poole Maternity Hospital introduced a **Maternity Support Worker** into the theatre recovery area.

The aim was to support women, their partners and babies following caesarean section. This freed up midwife time to look after women in labour and also improved the standard of care for the women. This pilot was so successful, we are making the post permanent and will be rolling out the development to the postnatal wards.

The maternity unit launched its own '**Baby Academy**' last year, where mums and their birth partners can visit the unit for a one-day workshop at weekends. They learn about preparing for labour and pain relief, and find out about initial baby care.

The workshop, led by Poole midwives Benita Fillingham and Caroline Boyd, has proved to be a great success, with over 50 couples attending already. They now plan to hold regular sessions at the two

Asda stores in Poole for women who do not have easy access to the Hospital.

Two midwives from Poole Hospital were invited to meet Prime Minister Tony Blair earlier this year, in recognition of the specialist services they provide to local mums.

Heather Matthews, Midwife Counsellor, and Paula Lockyer, Community Midwife, travelled to 10 Downing Street on Monday 30 April to attend a reception hosted by the former Prime Minister and Mrs Cherie Blair. The reception was held in recognition of excellence within maternity services.

Heather provides a counselling service for mums-to-be and, in 1998, founded SPRING (Supporting Parents and Relatives In Neonatal Grief), a well established local support group for bereaved parents.

Paula Lockyer trains other midwives in how to deal with the sensitive area of potential domestic abuse during pregnancy.



Photo: Becky Ward, Medical Photography

Elderly Services team is re-accredited

The Elderly Services team received re-accreditation as a Practice Development Unit, following assessment by a team from Bournemouth University.

The re-accreditation recognised the outstanding team effort in making sure that the six wards worked as one unit; the involvement of reception staff in developments in care, such as discharge planning; and the general enthusiasm for and commitment to developing best practice.

The assessors were particularly impressed with the use of a steam cleaner and hand held vacuum cleaner to improve cleaning of chairs between inpatients' stays. The aim of

the project was to help reduce hospital-acquired infection and increase staff awareness of cleanliness and hygiene issues. The project has now been in place for one year and the steam cleaning of patient armchairs on discharge is embedded as normal practise by all nursing staff on Kimmeridge ward. The steam cleaning is now being used on wardrobes and bedside tables.

Other developments in the Care of the Elderly included:

- The appointment of a new Ward Sister to lead in Stroke Care Services and a Clinical Psychologist, who will improve access to services to the benefit of both patients and carers.

- Professional training to meet the needs of the increasing number of older patients admitted with dementia or reduced cognitive function.
- Protected mealtimes on all wards.
- Partnership working with social service colleagues.
- 'Carers Information Champions' on each of the wards to offer specific education and knowledge to staff and carers.
- Each ward also has a notice board for carers, displaying relevant health and social information.

Increase in births

The Maternity Hospital saw a 10 per cent increase in the number of births last year and is predicting a similar increase this year. The unit has secured funding to recruit 10 extra

midwives (whole time equivalent) and is submitting a business case this year for an increase in maternity staff across the board.

Surgery gains recognition for developing clinical practice

The Surgical Wards and Departments, along with Kingston Lacy Ward, successfully achieved Practice Development Unit Accreditation Status.

PDU Accreditation is obtained through a recognised University Practice Development Department (Bournemouth University). It is based on a collaborative framework that supports the

development of clinical practice.

It took two years of hard work and commitment from staff across all the areas involved. The process has demonstrated the importance of effective team working at all levels and across all disciplines in developing our services to meet the needs of patients and their families.

Energy conservation

The Estates Department launched an energy awareness campaign last year aimed at reducing the Hospital's combined gas and electricity bill of over £1.2 million.

A leaflet and poster campaign urged staff to take simple energy-saving measures, such as switching off lights and computers when

not in use, reporting dripping taps and turning radiators down in a bid to cut costs, reduce waste and CO₂ emissions.

The Hospital uses less energy per m² than five years ago, but the site has expanded by around 15%, which means we have increased our CO₂ emissions by 264 tonnes.

Good PALS

Concerned but don't want to complain? Worried but not sure what to do?

Have a problem but don't know who to ask? If you are a patient, relative or carer, Patient Advice and Liaison Service (PALS) can help to seek a resolution to your concerns on your behalf. PALS specifically seeks to improve access to the NHS for people with learning difficulties. If you would like advice about any aspect of NHS services please contact:

Patient Advice and Liaison Service

Tel: 01202 448499
Fax: 01202 448363
Mob: 07758272495
Email: pals@poole.nhs.uk

Improving efficiency in theatres cuts last-minute cancellations



Photo: Becky Ward, Medical Photography

Making better use of operating theatre times has reduced the number of operating sessions that have been cancelled at short notice over the past nine months.

The introduction of a Theatre Planning Group - made up of managers representing each of the areas of surgery - to review how theatres are used is one of a range of measures that have been taken to enable more operations to take place each day.

Other measures have included:

- Reorganising the working

day to accommodate more patients requiring operations, particularly for emergencies.

- Performing more procedures, such as removal of gallstones and removal of tonsils in adults, as day cases.
- Planning leave to make sure that there are not times when theatres stand empty because a surgeon or anaesthetist is absent.
- Better use of staff and equipment.

Another benefit has been to provide protected time for

emergency operations, with a dedicated team, every day of the week. This has meant that patients are operated on as quickly as possible and that we can meet acceptable national targets for emergency operations. Time has also been set aside in day theatres for some emergency gynaecological procedures to be carried out.

In addition, effective theatre planning has created room for extra sessions as required in order to meet peaks in the service, for example, in orthopaedic surgery.

MS specialist nurse takes services to rural Dorset

A specialist nurse from Poole Hospital is holding clinics for Multiple Sclerosis patients from West Dorset nearer to their own homes.

Caroline Ward began the monthly clinics at Bridport Hospital in April 2006. MS patients get tired very easily so reducing their travelling time helps in their care.

The clinics were set up in response to the South West

Dorset MS Society and Caroline is looking at setting up a similar service in Weymouth.

A dedicated nurse for Acquired Brain Injury patients has also been in post since April 2006. Jackie Wilson pulls together education and rehabilitation packages for these patients and ensures that their care is co-ordinated throughout the Hospital.



Photo: Becky Ward, Medical Photography

Helping patients back on their feet

Modern matrons



A new Modern Matron has been appointed at Poole Hospital to help drive forward standards of patient care in the surgery department.

Marion Seddon has stepped into the new role of Modern Matron for the Surgical Clinical Care Group at the hospital. Marion originally trained as a nurse at Poole before working elsewhere and then returning as Sister on the surgical wards in 1996. She then developed the new role of Lecturer/Practitioner and her immediate past post was Senior Sister for Surgery.

Marion's appointment brings the number of Modern Matrons at Poole Hospital to a total of eight.

Modern Matrons provide leadership for nurses at ward level and are a focal point for making improvements in patient care. Modern Matrons at Poole are all the more visible as they are frequently on the wards and have smart new pinstripe uniforms, making them easily recognisable by both patients and staff.

Developing nursing services in emergency care

Some 20 staff nurses have developed their skills in emergency care by rotating between the Emergency Department and Emergency Assessment Department (Anstry Ward) every three months.

The initiative was introduced by Steven Frost, Modern Matron for Emergency Care, and is aimed at strengthening the skill base of emergency care nurses, giving them a firmer foundation to go on to become nurse practitioners.

The move benefits patients by increasing the nurses'

medical knowledge and bringing emergency care services together. The nurses understand how the processes work in both departments and what happens to the patient after admission.

The move is in line with recommendations in the document Modernising Nursing Careers, published by the Department of Health last year, and the views of Prof George Alberti, Emergency Care Czar, that health care teams should rotate between departments.

Poole is a topping place to work

Staff have given Poole Hospital top marks for being a good place to work. The results of the 2006 national NHS staff survey showed that the extent of positive feelings among staff places Poole Hospital among the top 20 per cent of acute Trusts for the second year in a row.

Poole also remained in the top 20 per cent of acute hospitals for turnover, with relatively few staff saying that they wanted to leave their jobs. The Trust was also in the top 20 for a 61 per cent response rate to the survey from its staff.

Areas where Poole Hospital

did not score so well were for the percentage of staff witnessing potentially harmful errors, near misses or incidents, and for those experiencing physical violence from patients.

Poole Hospital also featured among the 'Nursing Times' top 100 places to work. The journal said: 'The word 'friendly' comes up repeatedly in our survey of Poole Hospital's nurses. "It is difficult to find a negative, grumpy person," says one respondent. Staff say the organisation is "totally focused on the needs of the client group."'



NVQ training helps to improve standards of clinical care

Two award ceremonies were held last year to celebrate the achievements of more than 70 staff who gained NVQ qualifications.

The successful candidates included nursing auxiliaries and healthcare support staff drawn from clinical areas throughout the hospital. Providing vocational training for our staff helps us to improve standards of care for our patients.

Poole is an NVQ assessment centre and as such has regular External Verification visits for all our awards, which means we have six visits a year.

The External Verifiers' visits are to ensure that we are meeting the national standards for each award. We are classed as an A grade centre as we meet all the requirements for each area.

Safeguarding staff

Poole Hospital continued to take a strong line with anyone who was violent or abusive towards staff and other patients during the year.

The Hospital has a clear policy on how violence and abuse should be tackled and will not tolerate it if patients, relatives and visitors threaten or injure our staff or other patients.

Persistent offenders are given a verbal warning initially. If they do not stop they are issued with a yellow card and then a red card which means that they will only receive treatment at Poole Hospital in an emergency.

Arrangements are made for offenders to be treated elsewhere.

During 2006 there were:

- 17 intentional physical assaults on staff
- 168 cases of intentional verbal abuse directed to staff
- Nine yellow cards issued
- Four red cards issued

The Hospital has introduced a range of measures to help protect staff and patients. These include CCTV; poster campaigns; lockable doors; screens; alerting other NHS organisations of persistent offenders and training for hospital staff.

Libraries visit Poole Hospital

Poole's Culture and Community Service has helped children from a local middle school to perform their versions of a classic fairytale for young patients at Poole Hospital.

Pupils from Baden Powell and St Peter's CE VC Middle School performed their own version of 'Little Red Riding Hood', the classic story by the Brothers' Grimm, to delighted children in the school room of Poole Hospital's Children's Ward.

Staff from the Children's Library Service worked with Year 4 pupils to write and produce their own adaptations of the popular story for the hospital visit.

Children tune in to music therapy

Children at Poole Hospital are sampling the benefits that music therapy can bring to their care, thanks to the support of charity Nordoff-Robbins Music Therapy.

The national charity is funding music therapist, Rachel Millman, to run a six-month pilot with children at Poole Hospital's Child Development Centre (CDC).

Nordoff-Robbins Music Therapy provides music therapy services nationally to

people of all ages in partnership with Health, Education and Social Care and Community organisations.

The partnership with Poole Hospital is one of 50 National Outreach projects being run across the country.

In the music therapy sessions at the CDC, the children are helped to interact and be involved in live, spontaneous music-making activities with the therapist, in whatever way they are able.



Ensuring a clean, safe patient environment

Poole Hospital scored 'excellent' for its food and 'good' for cleanliness in the Patient Environment Action Team (PEAT) Ratings last year.

The PEAT programme is run by the National Patient Safety Agency in partnership with the Department of Health and the Healthcare Commission.

The PEAT process is undertaken as a self-assessment involving the Patient and Public Involvement Forum, Infection Control, Facilities Management and Healthcare Staff.

The PEAT assessment addresses cleaning and

environmental issues, as well as other areas that influence the patient's overall experience - for example, decoration, linen, furniture and the state of repair.

This year's PEAT inspection was undertaken on 2 February 2006 and the team reviewed a wide cross-section of wards and departments, as well as public areas.

Overall the team was very impressed with the standards achieved throughout the hospital and scored overall between four and five (one being poor and five being excellent).

Child safety drive

The Borough of Poole and Poole Hospital have teamed up to supply a DVD to help improve new parents' access to child safety information.

The 'Buy Wise Be Safe' DVD, commissioned by Trading Standards Professionals across the South West (SWERCOTS), offers advice from choosing the right car seat, cot or pushchair to safety tips around the home concerning high chairs, safety gates and smoke alarms.

The DVD is part of a regional safety drive by SWERCOTS to give clear advice on child safety delivered through child health professionals.

The Borough of Poole's Environmental and Consumer Protection Services will supply, 3,500 DVDs to Poole Hospital's Maternity Unit, who will then supply the DVD to all new parents when they first meet a midwife.

Photo: Becky Ward, Medical Photography



Working together to keep hospital bugs at bay

Domestic staff at Poole Hospital have been rewarded for their efforts in helping to keep bugs at bay.

The first 'Squeaky Clean Club' awards were made in March to 10 members of staff who have achieved consistently high standards of excellence over a period of six months, as recognised by our Independent Monitoring Officer.

Chief Executive Sue Sutherland presented each award winner with a Squeaky Clean Club certificate and a £20 gift voucher. The money was jointly donated by our cleaning contractors, ISS Mediclean and the Trust.

The Squeaky Clean Awards were one of a range of infection control initiatives at Poole Hospital last year. Some of these were showcased during Infection Control week last November and included:

- A display of model bugs made by young patients on the children's ward to symbolise the types of germs and bacteria that can make people ill if they do not wash their hands.
- The introduction of new micro fibre mops, which make cleaning more efficient by trapping particles of dust and bacteria on the fibres.
- The installation of alcohol

hand rubs at the end of every bed, on the corridors and wards.

- A poster campaign to remind staff and patients about cleanliness.
- Large red 'STOP' mats for the main corridors and ward entrances to act as a visible reminder to visitors to wash their hands or use the alcohol rubs available.

In addition, the Catering Department has been part of a project to provide all wards with thermo-disinfecting dishwashers in order to improve disinfection of crockery and reduce hospital-acquired infection.

Focus on volunteers



In addition to our workforce of 4,300 staff, Poole Hospital is fortunate to have more than 300 volunteers, many of whom have supported us for a number of years.

Volunteers play a valuable role across the Hospital, whether it is working on the wards, being part of the Red Cross or Women's Royal Voluntary Service, joining Radio Bedside or becoming part of the Hospital counselling service. There are also volunteers at Forest Holme, our palliative care unit, and in the Hospital's Patient Advice and Liaison Service (PALS).

Volunteers can do from two hours a week to as many as they can spare. The hours and duties are adapted to fit in with the lives and the interests of the volunteer, with some working during the days and some in the evenings or over the weekend.

People volunteer at Poole Hospital for different reasons. For some it is a way of getting back into work after a period of time. Some are still at school and volunteer because they are interested in working in healthcare in the future, while others are working towards their Duke of Edinburgh Awards. Former patients also volunteer as they feel that they want to give something back to the Hospital after their treatment.

An annual dinner is held at the Lighthouse in Poole to celebrate the work of our volunteers and to say 'thank you' for all the work they do for the Hospital.

If you are interested in joining the Hospital's volunteers we would be delighted to hear from you. Please contact Joy Janati, Volunteer Co-ordinator, on 01202 442359 or e-mail on joy.janati@poole.nhs.uk.

Financial report and summary financial statements

Poole Hospital NHS Trust has produced Accounts in accordance with the financial records maintained by the Trust and with the accounting standards and policies approved by the Secretary of State. The financial statements that follow are a summary of the information contained in the full accounts of Poole Hospital NHS Trust which includes the Trust's statement on Internal Control. A complete set of the accounts for Poole Hospital NHS Trust is available from:

Director of Finance

Poole Hospital NHS Trust
Longfleet Road
Poole
BH15 2JB

Finance performance review

- Good financial performance - small surplus of £7k achieved.
- 43,269 bills paid, of which 95% (in value) and 90% (in number) paid within target of 30 days.
- £7.0 million spent on new and replacement equipment and building improvements.

Financial performance

Breakeven performance

The Trust achieved a good financial performance in 2006/2007, making a small surplus thereby resulting in a cumulative surplus of £7k.

The Trust is required to achieve a 3.5% rate of return on net assets employed which is determined by the Department of Health before the year-end.

The Trust also has a duty to break even on its income and expenditure account taking one year with another. To comply with this requirement, NHS trusts must break even over a three-year period.

The Trust's breakeven performance since 2001/02 is as follows:

	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	£000	£000	£000	£000	£000	£000
Turnover	96,720	106,991	119,947	137,932	144,564	148,258
Retained surplus for the year	-	-	35	-	-	7
Adjustment for prior period	(37)	-	-	-	-	-
Break-even in-year position	(37)	-	35	-	-	7
Break-even cumulative position	(35)	(35)	-	-	-	7

Capital expenditure

The Trust is permitted to spend money on capital assets within approved limits set by the Department of Health. During 2006/07 £6,975k was spent on medical equipment and on improving the hospital's infrastructure.

Once again, the Trust has benefited from charitable donations. Of the total capital expenditure in the main accounts, £283k was provided from charitable donations. This was mainly spent on numerous items of medical equipment.

CAPITAL EXPENDITURE 2006/2007

	£000
Replacement Linacs	1,862
Bed Replacement Programme	328
Dorset Breast Screening Unit	400
M&S Equipment	1,608
IM&T	1,356
Other schemes	1,421
TOTAL CAPITAL EXPENDITURE	6,975

Charitable income

Total charitable income received during the year amounted to £1,341k and £1,588k was spent.

The balance of funds held at 31 March 2007 totalled £2,638k. This sum includes £217k in tangible fixed assets, which relates to the Health Information and Resource Centre.

Charitable Income figures are unaudited.

Management costs

The Trust seeks to maximise expenditure on direct patient care whilst maintaining a sensible balance with its expenditure on management and administration.

	2006/07	2005/2006
	£000	£000
Management costs	5,825	5,163
Income	148,258	144,564
Management Costs as a percentage of income	3.9%	3.6%

Management costs are as defined as those on the management costs website at www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/FinanceAndPlanning/NHSMangementCosts/fs.en

Public sector payment policy

Better Payment Practice Code

	2006/07		2005/06	
	Number	£000	Number	£000
Total bills paid in the year	43,269	56,373	43,898	64,401
Total bills paid within target	39,068	53,471	38,174	60,398
Percentage of bills paid within target	90%	95%	87%	94%

The Better Payment Practice Code requires the Trust to pay all valid non-NHS invoices by the due date or within 30 days of receipt of goods or a valid invoice, whichever is later.

The Late Payment of Commercial Debts (Interest) Act 1998

No interest was paid in respect of claims under this legislation in 2006/2007 or 2005/2006.

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES FOR THE YEAR ENDED 31 March 2007

	2006/07	2005/06
	£000	£000
Surplus for the financial year before dividend payments	3,467	2,982
Unrealised surplus on fixed asset revaluations/indexation	8,735	2,204
Increases in the donated asset and Government grant reserve due to receipt of donated and Government grant financed assets	283	343
Total gains recognised in the financial year	12,485	5,529

BALANCE SHEET AS AT 31 March 2007

	31 March 2007	31 March 2006
	£000	£000
FIXED ASSETS		
Intangible assets	18	29
Tangible assets	114,932	107,041
	114,950	107,070
CURRENT ASSETS		
Stocks and work in progress	1,652	1,686
Debtors	11,785	8,384
Cash at bank and in hand	347	347
	13,784	10,417
CREDITORS: Amounts falling due within one year	(15,360)	(11,153)
NET CURRENT LIABILITIES	(1,576)	(736)
TOTAL ASSETS LESS CURRENT LIABILITIES	113,374	106,334
PROVISIONS FOR LIABILITIES AND CHARGES	(392)	(424)
TOTAL ASSETS EMPLOYED	112,982	105,910
FINANCED BY TAXPAYERS' EQUITY:		
Public dividend capital	85,794	87,135
Revaluation reserve	14,388	9,473
Donated asset reserve	6,643	6,537
Government grant reserve	33	33
Income and expenditure reserve	6,124	2,732
TOTAL TAXPAYERS' EQUITY	112,982	105,910

Basis of audit opinion

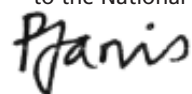
I conducted my audit in accordance with the Audit Commission Act 1998, the Code of Audit Practice issued by the Audit Commission and International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements and the part of the Remuneration Report to be audited. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Trust's circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all the information and explanations which I considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements and the part of the Remuneration Report to be audited are free from material misstatement, whether caused by fraud or other irregularity or error. In forming my opinion I also evaluated the overall adequacy of the presentation of information in the financial statements and the part of the Remuneration Report to be audited.

Opinion

In my opinion:

- The financial statements give a true and fair view, in accordance with the accounting policies directed by the Secretary of State as being relevant to the National Health Service in England, of the state of the Trust's affairs for the period ended 31 March 2007 and of its income and expenditure for the year then ended; and
- The part of the Remuneration Report to be audited has been properly prepared in accordance with the accounting policies directed by the Secretary of State as being relevant to the National Health Service in England.



22 July 2007

Patrick Jarvis, Engagement Lead
(Office of the Audit Commission), North Wing, Southern House, Sparrowgrove, Otterbourne, Winchester, Hants SO21 2RU

**CASH FLOW STATEMENT FOR THE YEAR ENDED
31 March 2007**

	2006/07 £000	2005/06 £000
OPERATING ACTIVITIES		
Net cash inflow from operating activities	5,354	5,939
RETURNS ON INVESTMENTS AND SERVICING OF FINANCE:		
Interest received	350	231
Net cash inflow from returns on investments and servicing of finance	350	231
CAPITAL EXPENDITURE		
Payments to acquire tangible fixed assets	(5,799)	(13,297)
Receipts from sale of tangible fixed assets	4,613	800
Net cash outflow from capital expenditure	(1,186)	(12,497)
DIVIDENDS PAID	(3,460)	(2,982)
Net cash outflow before financing	1,058	(9,309)
FINANCING		
Public dividend capital received	0	8,964
Public dividend capital repaid	(1,341)	0
Other capital receipts	283	345
Net cash(outflow)/inflow from financing	(1,058)	9,309
Increase/(Decrease) in cash	0	0

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED
31 March 2007**

	2006/2007 £000	2005/2006 £000
Income from activities:	132,685	128,386
Other operating income	15,573	16,178
Operating expenses:	(148,234)	(142,251)
OPERATING SURPLUS	24	2,313
Profit on disposal of fixed assets	3,081	493
SURPLUS BEFORE INTEREST	3,105	2,806
Interest receivable	370	225
Other finance costs – unwinding of discount	(8)	(8)
Other finance costs – change in discount rate on provisions	0	(41)
SURPLUS FOR THE FINANCIAL YEAR	3,467	2,982
Public Dividend Capital dividends payable	(3,460)	(2,982)
RETAINED SURPLUS FOR THE YEAR	7	0

**Salary and Pension entitlements of senior managers
Remuneration**

Name and Title	2006/07			2005/06		
	Salary	Other Remuneration	Benefits in Kind	Salary	Other Remuneration	Benefits in Kind
	(bands of £5000) £000	(bands of £5000) £000	(bands of £100) £100 Note 14	(bands of £5000) £000	(bands of £5000) £000	(bands of £100) £100 Note 14
Mr Michael Beswick - Director of Strategy	75-80	-	-	80-85	-	-
Mr Geoffrey Carleton - Non-Executive Director (Note 1)	0-5	-	-	5-10	-	0-1
Mr Charles Cunningham - Non-Executive Director (Note 2)	0-5	-	0-1	-	-	-
Ms Susan Donaldson - Director of Human Resources (Note 3)	30-35	-	-	-	-	-
Mrs Elizabeth Hall - Non-Executive Director	5-10	-	0-1	5-10	-	0-1
Mr Peter Harvey - Chairman	15-20	-	0-1	15-20	-	0-1
Mrs Heather Hauschild - Director of Operations	70-75	-	-	75-80	-	-
Mr David High - Director of Human Resources (Note 4)	20-25	-	-	80-85	-	-
Mr John Knowles - Non-Executive Director	5-10	-	0-1	0-5	-	-
Mrs Jean Lang - Non-Executive Director (Note 5)	0-5	-	0-1	-	-	-
Mrs Pauline Malins - Director of Communications (Note 6)	10-15	-	-	-	-	-
Mr Michael Mogford - Director of Human Resources (Note 7)	50-55	-	-	-	-	-
Dame Yvonne Moores - Non-Executive Director (Note 8)	0-5	-	0-1	-	-	-
Mr Derek Morgan - Director of Facilities Management	75-80	-	-	80-85	-	-
Mr Roger Packham - Medical Director (Note 9)	85-90	60-65	-	90-95	50-55	-
Mr Giles Pugh - Director of Finance and Information (Note 10)	40-45	-	-	90-95	-	-
Mr Martin Smits - Director of Nursing	75-80	-	-	80-85	-	-
Mrs Susan Sutherland - Chief Executive	115-120	-	-	75-80	-	-
Mrs Julia Sullivan - Non-Executive Director (note 11)	0-5	-	-	5-10	-	-
Mr David Taylor - Director of Finance & Information (Note 12)	85-90	-	-	-	-	-
Mr William Tudor Thomas - Non Executive Director (Note 13)	0-5	-	-	5-10	-	0-1

Notes

- Mr G Carleton retired in November 2006.
- Mr C Cunningham was appointed Non-Executive Director w. e. f. December 2006.
- Ms S Donaldson was appointed Director of Human Resources w. e. f. 1 November 2006.
- Mr D High left the Trust w. e. f. 1 April 2006.
- Mrs Jean Lang was appointed Non-Executive Director w. e. f. 1 December 2006.
- Mrs P Malins was appointed Director of Communications w. e. f. 1 January 2007.
- Mr M Mogford was appointed interim Director of Human Resources from April to 31 October 2006.
- Dame Y Moores was appointed Non-Executive Director w. e. f. 1 November 2006.
- Other remuneration relates to clinical work undertaken by the Medical Director.
- Mr G Pugh left the Trust on 31 March 2006. Payments made in 2006/07 relate to outstanding amounts due on his departure.
- Mrs J Sullivan retired in November 2006.
- Mr D Taylor was appointed interim Director of Finance & Information with effect from 1 April 2006 and appointed full time to this post w. e. f. 1 October 2006.
- Mr W Tudor-Thomas retired in July 2006.
- Benefits in kind relate to the profit element on business mileage claimed.

Pension Benefits

Name and Title	Real increase in pension sum at age 60	Real increase in pension lump sum at age 60	Total accrued pension and related lump sum at age 60 at 31 March 2007	Cash Equivalent Transfer Value at 31 March 2007	Cash Equivalent Transfer Value at 31 March 2006	Real Increase in Cash Equivalent Transfer Value
	(bands of £2,500)	(bands of £2500)	(bands of £5000)			
	£000	£000	£000	£000	£000	£000
Mr Michael Beswick - Director of Strategy	(0-2.5)	(5-7.5)	120-125	467	468	(13)
Ms Sue Donaldson - Director of Human Resources	0-2.5	2.5-5	10-15	34	20	14
Mrs Heather Hauschild - Director of Operations	(0-2.5)	(0-2.5)	70-75	236	231	(1)
Mrs Pauline Malins - Director of Communications	0-2.5	0-2.5	25-30	112	97	12
Mr Derek Morgan - Director of Facilities Management	(0-2.5)	(5-7.5)	150-155	-	-	-
Mr Roger Packham - Medical Director	(0-2.5)	(2.5-5)	160-165	735	710	8
Mr Martin Smits - Director of Nursing	(0-2.5)	(2.5-5)	115-120	455	456	(12)
Mrs Susan Sutherland - Chief Executive	0-2.5	2.5-5	170-175	732	683	33
Mr David Taylor - Director of Finance & Information (see note)	-	-	-	-	-	-

Note - Mr D Taylor is not a member of the NHS Pension Scheme

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capital value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme, or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which the disclosure applies. The

CETV figures and other pension details include the value of any pension benefits in another scheme or arrangement which the individual has transferred to the NHS pension scheme. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost. CETVs are calculated within the guidelines and framework prescribed by the Institute and Faculty of Actuaries.

Real Increase in CETV - This reflects the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

Working towards becoming an NHS Foundation Trust

Poole Hospital hopes to become an NHS Foundation Trust on 1 October 2007.

During the past year the Hospital has been working very hard on its Foundation Trust application.

We held an extensive three month period of public consultation from 6 November 2006 until 2 February 2007.

During this time we held eight public meetings and visited many groups and organisations to explain what Foundation Trust status would mean for our patients, our public and our staff.

We recruited more than 1500

public members to the new Foundation Trust - well in excess of the 1000 target set for the end of March 2007 and, having undergone stringent 'due diligence' checks, we received Department of Health support for our application on 30 March 2007.

It is now up to Monitor, the independent regulator of NHS Foundation Trusts, to carry out further rigorous checks before deciding if we will receive authorisation as an NHS Foundation Trust in October.

NHS Foundation Trusts are new types of organisation.

They are still firmly part of the NHS but have greater freedom to develop services in a way that suits local communities and staff. It gives patients, the public and staff a greater say in the way the hospital develops through a membership body and democratically elected representatives.

Becoming an NHS Foundation Trust will give Poole Hospital new financial freedoms and a greater self determination over our future.

Another important benefit is that Poole Hospital will be

formally accountable to local people and its staff through a Council of Member Representatives. The Council of Member Representatives will be made up of 14 members of the public and four staff, who will be democratically elected by members of the Trust, and a further six representatives who are appointed by key partnership organisations. The first elections for the Council of Member Representatives were held in June.

Joining us as a member is easy and free. If you are over 12 years old, live in Dorset and

are interested in becoming a member or standing for election, please contact:

Penny Hever,
Membership and
Fundraising Manager

Call:

01202 448178

Email:

penny.hever@poole.nhs.uk

Visit:

www.poole.nhs.uk

to join online.

Preparing for a major incident

Events in the UK and across the world demonstrate the need to have tried-and-tested plans for dealing with large scale emergencies. Poole Hospital has developed a comprehensive range of emergency plans which will help the Hospital to deal with whatever emergency it may face in the future.

In the last year the Hospital had a two-day test and assessment of its Major Incident Plan. The scenario involved a minibus crashing off the railway bridge into the

path of a train. The team across the Hospital dealt very well with the emergency situation and demonstrated their ability to absorb all the pressures such a major incident may create.

Also in the last year the Hospital has developed the plans necessary to deal with a major influenza outbreak. Part of this has included training key staff in the use of special masks that will keep them safe when treating and caring for patients with highly infectious illnesses.

New scheme sets out action on equality

A new Single Equality Scheme for Poole Hospital was published in April, following a period of public consultation.

The Single Equality Scheme (SES) brings together the Trust's approach to its statutory duties to promote equality of race, disability and gender.

It replaces our existing Race and Disability Equality Schemes and includes a Gender Equality Scheme, which is a new area.

The SES covers the Trust's duties both as an employer and as a healthcare organisation.

The SES is underpinned by a timetabled action plan. Key actions include:

- Induction and training
- Impact assessments
- Improved communications, involvement and consultation
- Better data collection, audit and monitoring
- An Equality and Diversity section on the intranet

- Revising the Equality and Diversity Group
- Setting up a Disability Forum

All Trust services and policies will operate in line with the SES. Each care group and directorate within the Trust is committed to reviewing its ways of working with respect to equality on the grounds of race, disability and gender. This will cover existing and new policies. Representatives from each care group and corporate directorate will take part in Impact Assessment Training to ensure that policy is translated into action.

The SES is available on the web - www.poole.nhs.uk - and on the intranet. We will make it available in alternative formats on request. The SES will be reviewed regularly, especially to take account of any changes required after the Impact Assessment Training has been completed.



Flying the flag for Poole

Consultant surgeon Stuart Rhys-Williams unfurled his 'Foundation Trust' flag at the North Pole after taking part in a two-week intrepid expedition to the most remote region on the planet.

Despite never having skied before, Mr Rhys-Williams trained for six months in preparation for the gruelling journey, which involved skiing over 200 kilometres across the frozen Arctic Ocean, pulling a 50 kilogram sledge with his equipment and food. The multi-national team travelled for ten to sixteen hours a day, crossing huge blocks of ice up to 30 feet thick or skiing on a thin covering. Temperatures were as low as minus 35 degrees C. Mr Rhys-Williams lost one and a half stone and the ENT surgeon suffered frostbite to his nose. Undeterred, Mr Rhys-Williams is now planning his next expedition to the South Pole.

Other information about Poole Hospital

A range of information is available about our work, standards and services. Amongst these are the Trust's financial accounts and the Annual Business Plan. Trust Board meeting papers are also available on the Trust's website, www.poole.nhs.uk.

Details of our waiting times can be found on the NHS website at www.nhs.uk or can be obtained from the Trust Performance Manager at Poole Hospital. Details of current job vacancies within the Trust are displayed on the Hospital's website as left.

We can supply this information in larger print, on audiotape or have it translated for you. A member of staff will also be happy to discuss this with you. Please call PALS on 01202 448499 or the Health Information Centre on 448003 for further advice.