

# NOC life

Summer 2011 [noc.nhs.uk](http://noc.nhs.uk)

## Tall tales

Mural tells hospital's history - in a roundabout way!

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**REHABILITATION GARDEN**  
Clinical Director Karen Barker and a former head of occupational therapy designed the Therapy Garden at the hospital. The garden provides patients where they can practice the everyday challenges of a normal environment.  
Colourful flowers have been planted to create the perfect ambience.



"We wanted to design a garden with graduated and various steps of different sizes. This will help patients' recovery and get them used to different terrain in order for them to be better prepared when they are discharged."

**PHYSIOTHERAPY AT THE NOC**



In 1987 the physiotherapy department at Nuffield Orthopaedic Centre was established. Musculoskeletal physiotherapists and their work is essential to the recovery of patients with orthopaedic conditions.

**RHEUMATOLOGY**  
Rheumatology is a branch of medicine that deals with the diagnosis and treatment of rheumatoid arthritis and other autoimmune diseases. This approach to the treatment of arthritis, which have rheumatoid arthritis.

**PAEDIATRIC**  
The Paediatric Orthopaedic Centre (POC) is the service providing the whole team of paediatric orthopaedic services.

# Circular mural tells the NOC's story

Schoolchildren helped out at a ceremony in June to unveil a mural charting the NOC's colourful and remarkable history.

Pupils from Windmill Primary School in Headington had worked on the project for two years. They saw the fruits of their efforts when the mural was revealed to patients, visitors and staff.

Headteacher Lynn Knapp said: "It was great for the children to be part of the unveiling. They were in Year 3 when the project first started, and are now in Year 5 so it was nice for them to be able to see the finished project."

In 2008 the hospital received funding from the Heritage Lottery Fund to create a heritage mural to be displayed in the NOC's main atrium. Since then the hospital's Arts Co-ordinator Tom Cox enlisted help from local primary and secondary schools to research the history of the hospital.

The project looked at the evolution of the NOC which has been home to pioneering developments in orthopaedic surgery, neuro-rehabilitation, metabolic medicine and rheumatology.

Patients and hospital staff were also heavily involved in creating the centrepiece mural charting the history of the hospital from its origins as the Wingfield Convalescent Home in 1871 right up to the current state-of-the-art building which was opened in 2007.

The children joined former NOC Chair Joanna Foster CBE in ripping down the brown paper covering the mural as part of the ceremonial unveiling.

Ms Foster became Chair of the NOC in 2001 and served the maximum amount of time a hospital Trust Chair can be in post, retiring in November 2010.

During this time Joanna was at the forefront of championing art at the hospital – recognising that art creates a healing environment to uplift and inspire patients, visitors and staff.

In 2002 Joanna set up the hospital's Arts and Identity Committee with a remit to look at how the hospital could create an arts strategy programme to enhance the environment for patients and staff. She worked with Tom Cox and the committee in its bid to secure funding for the mural and was invited back to the grand opening to be part of the monumental day.

Joanna said: "It has been a true privilege to be invited back to this wonderful unveiling ceremony with what I'm sure will be a huge attraction and focal point of interest to all that come to the hospital.

"We want to share our proud heritage with local people and this event demonstrates our outstanding international reputation among both orthopaedic surgeons and patients."



Heritage mural unveiling photos by Damian Halliwell



## WHAT WE DO

The Nuffield Orthopaedic Centre (NOC) is an internationally recognised centre of excellence, providing routine and specialist orthopaedic, rheumatological and neuro-rehabilitation services to the people of Oxfordshire.

Our patients include people needing a new hip, shoulder or knee, those with severe back pain or sports injuries, children with curvature of the spine or cerebral palsy.

Also on site is the renowned Oxford Centre for Enablement which provides a wide range of services for people with long-term conditions and disability.

## DID YOU KNOW...?

- We see around **20,000** outpatients each year. Around **9,000** patients are **admitted** for treatment.
- **Each year we replace around 740 knees and 670 hips.**
- We have operating theatres running six days a week with MRI facilities running seven days a week and in the evenings.
- **We have additional outpatient clinics on Saturdays and in the evenings.**



## Ball raises thousands

A 'Sarcoma Ball' was organised by staff at the NOC in May for the Sarcoma Fund in Oxford. The ball at the Crazy Bear in Stadhampton raised an amazing £3136.85 as well as an additional donation of £1000. This money will help sarcoma patients diagnosed in Oxford.



# NURSE RETIRES AFTER 33 YEARS

A NOC nurse retired in April after clocking up over 33 years service on the same ward. Nelia Roper (Nellie), originally from the Philippines, cared for hundreds of patients in over three decades on the Bone Infection Unit (BIU). The NOC's BIU is the country's only specialist unit dedicated to the investigation and treatment of

patients with all aspects of bone or joint infection. During her career Nellie saw the Bone Infection Unit expand from a five-bed ward to a 25-bed unit. Louise Flaxman, Ward Sister on the Bone Infection Unit, said: "Nellie represents everything a nurse should be. She's a kind, caring, hardworking and dedicated individual

and is extremely well known amongst both staff and patients. We will miss her and her cheery smile a great deal.' Nellie was presented with a long service award by Sue Wheeler, the NOC's Inpatient Services Manager, at a farewell buffet which gave friends and colleagues a chance to say goodbye.

# More time needed for NOC merger

The Trust Boards of the Nuffield Orthopaedic Centre (NOC) and the Oxford Radcliffe Hospitals (ORH) have agreed to join together and create an integrated acute hospital trust for Oxfordshire able to achieve Foundation Trust status within the next three years.

The NOC and ORH had originally been hoping to get approval for their integration by 1 July 2011. It now appears that the timetable

for completion of the central approval processes will mean that our two organisations will not be in a position to integrate until the early autumn.

This is because further information is required to enable the NHS Co-operation and Competition Panel to complete its full and thorough assessment of the case for integration. The panel's views form an important

“An enlarged organisation will make the most of our combined excellence to deliver better care”

part of the decision-making process for this sort of change in the NHS. The integration of the ORH and the NOC is a complicated process. Both Trusts remain fully committed to creating an integrated organisation and it is important that we ensure that those charged with considering our plans have all the information and the assurances that they request.

Jan Fowler, Chief Executive of the NOC, said: "We firmly believe

that an enlarged organisation will make the most of our combined clinical and academic excellence to deliver better patient care for the people of Oxfordshire and beyond.

"The ORH and the NOC have been developing closer relationships for some time, and already collaborate in a number of clinical services. Both Trusts believe that this is the time to come together to serve our common goals of excellence in patient care, research and clinical education."



## What does this mean for patients and staff?

- Clinics run more efficiently because there are no waits for availability of paper records.
- Patient clinical information is the most recent and is available for the clinician whenever required.
- Patient records are available out of normal working hours and consultants on call can see x-rays from home, and access the patient record for a speedier decision.
- All healthcare professionals have access to the same patient information.



^ Ward Sister Vicky Wren checks a patient's clinical notes using a bedside computer

## Electronic patient records

# We're leading the way in applying health technology

The NHS is investing in new information technology systems to improve the way information is stored and shared. Following a successful upgrade of the electronic NHS Care Records Service (CRS) NOC staff have quicker access to reliable information about their patients and past treatment.

For example, since digital x-rays and scans replaced the old film-based system, patients have had shorter waits for their results. Images are now held on computers and can be more easily transferred and assessed by clinicians.

The NOC was one of the first Trusts in the country to install and implement the new NHS Care Records Service and is set to become a truly digital hospital by 2012. All the NOC's surgical operations and procedures and all diagnostic scans are stored electronically.

Work is now focusing on storing patients' clinical notes and correspondence electronically. Already staff on some hospital wards are able to input patient notes directly onto a computer wheeled to a patient's bedside (pictured above, left). This has reduced time spent writing up individual notes and reduces the risk of paper-based errors such as misfiling or loss of notes.



“The new institute will bring together a remarkable array of talent”



## New developments strengthen links between lab and bedside

The NOC has a longstanding reputation in research and development, teaching and training working closely with the University of Oxford.

Many medical advances start life behind the scenes in the laboratory. It can take years of research and development before scientific breakthroughs make the jump from the lab into hospital clinics. Much of this work is carried out by teams of medical staff and researchers working collaboratively in a Biomedical Research Unit (BRU).

Now a new clinical trials unit (pictured above) has opened to support the BRU's clinical research and trials of new treatments for conditions such as arthritis, osteoporosis and shoulder pain, as well as evaluating devices in orthopaedics.

In addition a new collaboration will bring further facilities and expertise to Oxford. The new Kennedy Institute at the University's Old Road campus across the road from the NOC will support a range of research programmes into inflammatory joint disease strongly aligned with the BRU research activities.

The Kennedy Trust is a charity supporting research into mechanisms and treatment of rheumatic diseases such as rheumatoid arthritis and osteoarthritis.

Professor Andrew Carr, Director of the BRU, said: “The new institute will provide the opportunity to create the world's leading programme in inflammatory arthritis and bring together a remarkable array of talent focused on improving the treatment and therapy of these disabling diseases.”

# Technological advances boost quality of life

Specialist team feature in BBC programme



The Assistive Technologies Team based at the hospital's Oxford Centre for Enablement (OCE) forms part of the Trust's Specialist Disability Service.

The team looks after clients with complex disabilities such as Cerebral Palsy, Motor Neurone Disease, Multiple Sclerosis and other acquired brain injuries. Within this department the specialists are able to combine their skills to problem solve complex disability issues and assess the needs of these clients. The areas which are covered are:

- posture management
  - clothing and adaptations
  - computer access
  - wheelchair controls
  - alternative and augmentative communication
- (this is the term used to describe the different methods that can be used to help people with disabilities communicate with others, as an alternative to speech or to supplement it)

The team which has referrals from Oxfordshire and surrounding counties was recently featured in two news reports with the BBC.

One as part of 'Technologies Week', the other for BBC World as part of BBC Arabic broadcasting to the Middle-East. The piece for 'Technologies Week' was part of a special series of features on the new technology available to help disabled people in their everyday lives.

The i-portal (pictured above) is a piece of equipment that is fitted to a client's wheelchair enabling them to use their joystick to interact with and navigate around the iPhone. This means someone with limited mobility who wouldn't normally be able to take their hand off their wheelchair's joystick can access all of their iPhone functionalities.

This technological advance can make a huge difference to quality of life – making it possible to use a phone, send text messages and emails and access social networking sites as well sending emails.

Daisy, 24, is one of the Assistive Technology team's clients who was born with cerebral palsy. She was referred to the service at the start of 2011 for posture management.

## The Assistive Technologies Team comprises:

- Clinical lead – Physiotherapist
- Clinical Scientist
- 2 x Occupational Therapists
- Physiotherapist
- Speech and Language Therapist
- Speech and Language Therapy Assistant
- Clinical Electrical Engineer
- Electronics Technician
- 2 x Advanced Trainee Clinical Scientists

The team has been working with Daisy since then to assess her postural needs and manufacture seating that meets those needs.

Daisy is pictured, left, taking part in the filming for BBC Arabic where she was shown how to use the i-portal device. This new technology is not something that is funded by the service but shows how advances in technology can help clients at the Oxford Centre for Enablement.

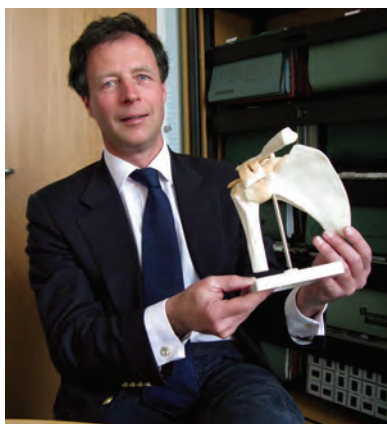
^ Client Daisy learns how to use the i-portal device with David Porter from the manufacturers Dynamic

## Progress offers hope to patients with shoulder pain

Clinicians at the NOC are getting closer to be able to use stem cells alongside engineered tissue patches in surgery to repair damaged or degenerating tendons in the shoulder. These exciting developments could ultimately help improve the surgical treatment of shoulder pain which causes problems for so many people. Researchers at the Biomedical Research Unit based at the Nuffield Orthopaedic Centre in Oxford are working jointly with doctors and physiotherapists at the hospital to unlock the mystery of painful shoulder conditions and how they can best be treated. Nearly a third of all adults suffer shoulder pain which is a key cause for impairment in

quality of life. Principal investigator Professor Andrew Carr (pictured below) who is Director of the Biomedical Research Unit explains that the majority of shoulder conditions are caused by tendon inflammation and degeneration. Research is focusing on the effectiveness of treatments from physiotherapy to keyhole surgery

and stem cell therapy. Prof Carr said: "Chronic shoulder pain can be hugely debilitating, and yet we still have many unanswered questions about what actually causes it. We are seeking to find out more about the basic biological processes involved at the same time as testing through clinical trials new therapies."





## MEET THE TEAM:

■ **Heather Walsh**, Occupational Therapist, Assistive Technologies team

The Assistive Technologies team is based at the Oxford Centre for Enablement and forms part of the Specialist Disability Service.

Heather Walsh joined the team as an Occupational Therapist in October 2007. Her role sees her working with clients who have complex disabilities.

She has recently been interviewed about her role in a Technology programme for BBC World and also for BBC Technologies week.

When Heather was asked to identify the best thing about her role she said: "I enjoy making a difference to the lives of clients who have severe disabilities and it's rewarding to see what you do make a real difference."

To nominate a member of staff to feature in the next issue of NOClife contact Kelly Dodgson: [kelly.dodgson@noc.nhs.uk](mailto:kelly.dodgson@noc.nhs.uk)



# Your say...

### Patients put pen to paper to thank NOC



*The hospital was generally excellent and all health professionals worked together to provide good levels of support across all aspects of my treatment and care.*

*Everybody at the hospital was amazing. I went into hospital feeling like an old woman and came out feeling young again. Thank you all for your care and skills.*

*I was in great pain on arrival. From the start I was so touched by the attention that was given me. I felt like royalty.*

*I have now had two operations at the NOC and both times have been amazed at the level of care I have received and the professionalism shown.*



#### Got something to say?

Write to us: PALS, NOC, Windmill Road, Headington, Oxford OX3 7LD  
Email us: [pals@noc.nhs.uk](mailto:pals@noc.nhs.uk)  
Come and see us: the PALS office is at the former Radiology reception desk just inside the entrance to the Outpatients corridor.

## Actions follow patient feedback event

Patients from the NOC were given a chance to share their experiences and discuss issues with hospital managers at a workshop.

The first health 'Hearsay' event in November saw the hospital work with the Oxfordshire Local Involvement Network (LINK) at a round-table forum seeking feedback and discussing issues relating to the hospital's outpatient department.

The NOC deals with 20,000 outpatient appointments a year and invited the views on where improvements could be made before, during and after the outpatient appointment.

As a result of the health Hearsay workshop five key problem areas were identified by patients:

- 1 time spent at pre-operative assessment clinic appointments
- 2 discharge care package
- 3 cancellation of operations
- 4 disabled access
- 5 explanation of processes and consistent communication

An action plan is being developed to address these issues.

Bev Edgar, Chair of the NOC Patient and Public Involvement Group, said: "The workshop was a very helpful collaborative approach with Oxfordshire LINK and provided an opportunity for us to speak face to face and understand from our patients' perspective the main issues that they felt needed to be addressed.

"We regularly seek feedback from our patients, and the day-long event provided an excellent forum for detailed discussions and debate on things that really matter to our patients. We have taken on board all comments and suggestions and are working to implement changes where possible."

### New conference facilities open for business

In January a new conference centre opened at the Oxford Centre for Enablement (OCE) to provide a much-needed resource for educational and corporate events. In particular, it will enable the OCE to expand its educational programme which provides clinical courses and seminars to a wide range of healthcare professionals.

## League founder Mary Powell dies

Mary Powell, the Founder and President of the NOC's Wingfield League, passed away in March aged 98. Mary worked as Matron at the NOC from 1951-1962 and set up the Wingfield League to form a bond between past and present staff. (The name harks back to when the NOC was known as the Wingfield Morris Hospital). Today the League is as active as ever holding an annual general meeting each April.





## Promoting privacy and dignity are our top priorities

The NOC has received an excellent report from the Care Quality Commission (CQC) on the care it provides to patients. The report follows an unannounced visit to the NOC in April by CQC inspectors carrying out a review of dignity and nutrition as part of a national inspection programme of acute hospitals.

The inspection team talked to patients and their report concluded: "Patients at the NOC were receiving good care, were being listened to, and had their privacy and dignity respected by staff who were knowledgeable about how to maintain this practice."

Jan Fowler, Chief Executive of the NOC, said the report was an excellent reflection of the hospital's high standards and evidence of well-embedded practice from staff.

"This is a really positive endorsement of care at the NOC. It demonstrates the commitment to privacy and dignity for patients by our staff, and a clear understanding of the needs of patients, with food and mealtimes an important element of this. The inspectors observed high standards of care and the patient feedback was outstandingly positive in every case."

The NOC's modern hospital buildings allow patients to be cared for in same-sex bays with separate men's and women's toilet and washing facilities or single rooms with en-suite facilities. Other areas where the hospital has focused on delivering care with dignity and respect for patients include:

### Protected mealtimes

During lunch and supper all other activities on the ward stop. The nurses, food service staff and volunteers help to serve the food and give assistance to any patients needing help with their meals. Staff are able to dedicate all their attention to patients without interruption and patients themselves can eat their meals with fewer distractions and without interruption. Research has found that this approach leads to patients eating better, which in turn helps towards their recovery.

### The Red Tray System

This project is used to ensure all nutritional at risk patients are identified and supported. A red tray is used to serve meals to patients who need assistance and encouragement with their meals. On admittance to the ward patients' weight, height and body mass index are measured. They are also assessed on whether they may need practical help to eat due to physical or mental impairment or frailty. At the end of mealtime food service staff only remove the red tray having checked with a member of nursing staff.

## Brookes University link strengthens NOC OT teams

A project development initiative between the occupational therapists at the Oxford Centre for Enablement (OCE) and the Occupational Therapy (OT) programme of Oxford Brookes University was launched in March.

The aim is to showcase the specialist good practice in occupational therapy being carried out at the OCE by supporting and facilitating projects such as writing for publication, conference presentations, audit and evaluation, as well as research project development.

The initiative builds on the long-established research relationship between the OT teams in the clinical and academic arenas, as well as the vibrant teaching exchange and student placement link between the two institutions.

Professor Derick Wade, Director of OCE (pictured below, centre) said: "As clinical director of a specialist neurological rehabilitation service I think that it is important that all staff from all professions retain the excitement they first had on joining their profession and speciality.

"Involvement of all staff in projects that research and develop clinical practice is one effective way of achieving this, helping all staff to retain a critical and curious attitude to work, always being prepared to consider a change in clinical practice."



“These projects help staff retain a critical and curious attitude, always prepared to consider a change to clinical practice”

Jenny Butler, Professor of Occupational Therapy at Oxford Brookes University, said she was delighted to be involved in working with the enthusiastic specialist team of OTs and looking forward to some exciting projects.

Alison Bragg, Lead Occupational Therapist for Neuro Disability and Continuing Disability Management at the OCE, said: "The OT team is looking forward immensely to collaborating with Prof Butler on various project ideas formulated on our recent development day.

The plans will further enhance the quality and evidence base of the treatment we offer our patients. We envisage it will also provide an opportunity to increase the skills and expertise of the OT team. We also intend that the developments will enable us to act as a specialist resource for OT colleagues working in neurological rehabilitation."

## Vandals damage new trees in NOC garden

Vandals damaged a picturesque garden at the NOC in April, snapping four blossoming young apple trees planted only a few months earlier.

In the last edition of *NOClife* we reported that the hospital has joined forces with Low Carbon Headington, local residents and the local Windmill Primary School to highlight the NHS commitment to reduce its carbon footprint.

Four apple trees were planted in the back garden area thanks in part to a grant from Oxford City Council, as part of a joint 'green' initiative.

David Bascombe, Head of Estates at the NOC said: "We are shocked and saddened at this mindless act of vandalism. The tree planting was a symbolic first step to mark our ongoing joint commitment to reducing our carbon footprint and also provided a quiet area for staff, visitors and local residents to use.

David Bascombe is pictured with local residents Mary Gill and Mary Hope.



## Radio winners

Two Radio Cherwell presenters scooped Gold Awards at the annual National Hospital Radio Awards in March. Louise Oliver, who presents a weekly 'Health Hits' programme, won the award for Best Newcomer, while sports reporter Richard Palmer took the Best Male Presenter prize.



## Staff dig deep for Japanese kids

NOC staff joined forces with a local charity to raise funds for children affected by recent events in Japan. A cake sale in May raised money for the 'Helping Hands for Japan' and gave hospital visitors, staff and patients the chance to find out more about the charity. The hospital event in support of people affected by the Japanese

earthquake and tsunami was organised by Takeshi Kashima, a member of staff who works in the Histopathology department. He said: "Even though I now work in the UK I have been deeply affected by what happened in my native country.

Further information: [www.helpinghandsforjapan.org.uk](http://www.helpinghandsforjapan.org.uk)

## Fun day success leads to plans for the next one

Children with arthritis were invited to come along with their siblings and family to a fun day organised by the Oxford Paediatric Adolescent Rheumatology Centre (OxPARC) in May.



Entertainment was provided by 'Whizz Bang Magic Man' with other activities that happened throughout the day including an assault course in the physio gym, face-painting, arts and crafts and copious amounts of playdough to model.

The food for the day was kindly provided by the League of Friends

and the event was deemed a great success and one that may well be repeated for children over the Christmas period.

One parent said: "Thank you for a great day. It was good to mingle with you all on such an informal basis and my daughter loved it. We would like to do it again!"

## YOUR SHOUT!

Air your views on the Trust and its services ... become a member of the **NOC Network**

Have you got strong views on patient care, parking, information...? The **NOC Network** is the ideal place to air them and help to improve services. The **NOC Network** is an independent group of interested patients and members of the public who are keen to stay up-to-date with the latest developments at the Trust and support patient-focused work. How involved you get is up to you.

Want to find out more? Tel: 01865 737562

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