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Nuffield Orthopaedic Centre **NHS**
NHS Trust

NOC life

Winter 2010/11 noc.nhs.uk



Green shoots

Looking after the future - inside and outside hospital

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News from the Nuffield Orthopaedic Centre NHS Trust



Chris Goard is our first new Chair in nine years

< Joanna plants one of eight new apple trees alongside a plaque marking her contribution to the NOC.
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On 30 November 2010 Joanna Foster CBE stepped down as Chair of the NOC after nine years. Joanna served the maximum amount of time a Chair can be in post and contributed a vast amount to the Trust. Chris Goard, pictured below, who was already a non-executive director of the NOC Board, took over as the new Chair following a competitive selection process through the Appointments Commission.

As Chris takes up his new post, a primary focus will be to lead the Board's activities as it evaluates the potential integration of the NOC and the Oxford Radcliffe Hospitals (ORH) NHS Trust to create a single acute hospital Trust for Oxfordshire.

The NOC is well known for its qualities of clinical expertise, specialist services and its tradition of teaching and research & development. Chris's role will be to ensure the NOC Board keeps a focus on future opportunities while maintaining the highest standards of clinical care.



He said: "I want to make sure that the Board is able to explore issues properly, understands the vision and that any process for integration is handled with due care and respect for all those involved. The qualities that the NOC can bring to such a partnership are widely recognised

and it is my job to champion what the NOC stands for and wants to achieve."

Chris was a non-executive member of the NOC Trust Board for the last two years. He brings to the NOC Board a wealth of commercial experience centred on marketing and international development. He was Group Marketing Director of Taylor Nelson Sofres plc, a world leading market research group. He also brings experience from private and voluntary sectors, including his current role as a trustee and treasurer of the Genetic Alliance UK representing the interests of patient groups with the Department of Health and pharmaceutical companies.

FOND FAREWELL TO BRIDGET

Staff at the NOC came together in September to say a fond farewell to Senior Orthopaedic Technician Bridget Mackey who retired after clocking up over 40 years service for the NHS. Her last day was also her 60th birthday.

Bridget's career started in 1968 at the former Radcliffe Infirmary where she worked in the dark room developing x-rays. What was meant to be a summer job whilst waiting for her exam results turned into something slightly longer – she never left the NHS!

Bridget first worked at the NOC in 1974 as a plaster technician. She went on to set up a new plaster room at Milton Keynes Hospital, returning to the NOC in 1996.

Bridget said: "I have seen many changes over the years but one of the main ones will have to be the opening of new hospital building in 2007. I shall definitely miss all my colleagues and also many patients – some of whom I have dealt with from their childhood through to their adult years."

Karen Barker, Clinical Director at the NOC, said: "Bridget will be missed by all those who have worked with her and I wish her all the best in her retirement and for the future."

Staff from across the hospital gathered in the NOC's physiotherapy gym to say goodbye at a presentation lunch. Bridget is pictured, right, with Clinical Director Karen Barker.



Joanna looks back on her years at the helm

So it is almost ten years since I arrived at the NOC to take up my role as Chair of the Board. Much has changed in that time.

Before my appointment I had been to the NOC once before as a patient. I remember, as will some of you, being wheeled in my bed from the wooden square ward, along the draughty and wet outside corridor and across the high bridge.

What a contrast today. Things have indeed physically changed with the opening of the wonderful bright new building, yet the spirit of the NOC – the energy, enthusiasm and skill of the people who work here – remains as vibrant as ever.

The wider changes have challenged us all to look at how we deliver the care we offer – smarter ways of working, managing new techniques, technology, finance and regulations without jeopardising our safety, quality standards or the way we communicate with patients or each other.

I am full of admiration for how my colleagues have done this. Over its long history the NOC has very successfully adapted itself to the demands of the changing world.

I leave just as the Board looks at the business case for a possible integration with the Oxford Radcliffe Hospitals NHS Trust and hand over to Chris Goard. His wisdom and that of my other NOC colleagues will, I am sure, make a good decision for ensuring the best possible future for the Trust and for our patients.

I leave many good friends with sadness, but no regrets. It has been an extraordinary and hugely wonderful experience and privilege for me to have been chairing such a special organisation. I wish everyone the best of luck.

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.

Going green with help from our friends!

The NOC joined forces with 'Low Carbon Headington' to highlight the NHS commitment to reduce its carbon footprint.

Staff at the NOC demonstrated their commitment by planting trees and bulbs with local residents and schoolchildren.

Former NOC Chair Joanna Foster joined them in planting eight apple trees across the hospital site in September. Pupils from Windmill Primary School who have their own 'Eco group' helped by planting a variety of woodland bulbs.

A grant towards the cost of the trees was received from Oxford City Council following an application by the local residents.

Low Carbon Headington is a group of Headington residents who aim to raise awareness of climate change, reduce local carbon emissions and promote a more sustainable lifestyle.

Over the past few months the NOC has embarked on a recycling waste programme. Its ongoing plan is to raise awareness among patients, visitors and staff of the hospital's commitment to reducing carbon emissions across the site and to behaving in a sustainable way.

Joanna Foster, pictured below, third from right, said: "It is hugely important that organisations such as the NHS become more proactive and take their carbon responsibilities more seriously.

It is also helpful that the NOC works with its neighbours and the local community to develop such plans. The tree planting was a symbolic first step to mark our ongoing joint commitment."



First-hand accounts

Patients share their experiences of bone cancer

Two patients came back to the NOC to share their experiences of bone cancer as part of national Bone Cancer Awareness week in October 2010.

The Bone Cancer Research Trust runs the week to improve awareness of primary bone cancer and also to raise funds to promote and fund research into the causes and treatment of primary bone cancer, in particular osteosarcoma and Ewing's sarcoma.

Abi Goodwin and Ben Durrant, pictured below, came together at the NOC to tell their stories. Ben, from Bicester, was training for a fundraising marathon in 2009 when he assumed the pain in his knee was down to a pulled muscle. What he did not realise was that he had a cancerous tumour on his left knee.

Abi, who lives near Wallingford, put the pains in her left knee down to twisting it when she fell down some stairs. But after tests she discovered she too was also suffering with the aggressive form of cancer common in children and young adults.

The Oxford Bone and Soft Tissue Tumour Service at the NOC is one of five nationally-approved centres for the treatments of rare primary bone tumours and sarcomas with a large team of surgeons, doctors, nurses, physiotherapists, researchers and co-ordinators that diagnose and treat sarcoma tumours. The service sees 400 new patients each year from the UK and overseas including patients with primary bone and soft tissue sarcoma and metastatic disease.

Bone pain is the most common symptom of bone cancer and is often wrongly mistaken for arthritis in adults and growing pains in children and teenagers.

The NOC's Macmillan Musculoskeletal Cancer Nurse Specialist Helen Stradling said: "The cancer survival rates for osteosarcoma are around 55 per cent at five years and for Ewing's sarcoma around 60 per cent. Around 60 Oxfordshire people are diagnosed with bone cancer each year – most of them aged between 10 and 20. A lot of young people don't realise they have it which is why raising awareness at events like this are so important."



“Being nominated was a huge achievement ... to bring the award back is a massive honour”



NOC nurse wins national prize

Helen Stradling is Cancer Nurse Leader of the Year

A cake sale in the hospital's atrium raised just under £130 for Macmillan and the Oxford Bone and Soft Tissue Tumour Service.

> Macmillan Musculoskeletal Cancer Nurse Specialist Helen Stradling with colleagues Heather Topf, left, and Clare McKenzie at the fundraising cake stall

< Patients Abi Goodwin and Ben Durrant with Helen Stradling



The NOC's Macmillan Musculoskeletal Cancer Nurse Specialist Helen Stradling won the title of Cancer Nurse Leader of the Year at an awards ceremony in November.

The Nursing Times Awards were open to qualified nurses, midwives and health visitors registered to practice in the UK. The awards acknowledge and celebrate outstanding contributions made to the nursing profession and healthcare more generally by truly exceptional and dedicated people who demonstrate what is best in the NHS and independent healthcare. Helen, pictured above, was selected from hundreds of applicants.

Helen has been a nurse at the NOC for 12 years. In 2005 when the NOC became one of five specialist centres nationally commissioned to care for

patients with primary bone cancer she successfully applied for the Macmillan Musculoskeletal Cancer Nurse Specialist post.

The role means that Helen is the specialist nurse for all sarcoma patients and helps them through pre-diagnostic tests, diagnosis, treatments and follow-up appointments. She also runs follow-up clinics for long-term patients to provide consistency and support.

Helen said: "Winning this award means so much to me. I am very passionate about caring for my patients and yes, it can be tough, but a lot of the time it is very rewarding as we are able to get patients through their treatments and out the other side.

"Some of our patients have to have chemotherapy and/or radiotherapy,

but this is very patient dependent due to the fact that Sarcoma is the overarching title for cancers of bone and soft tissue but there are at least 50 subtypes within this and each subtype has different treatment regimes.

"Just being nominated and shortlisted was a huge achievement and to be able to bring the award back to Oxford is a massive honour.

"I feel very proud of what we have achieved for this service. We now have a dedicated ward that cares for these patients with staff who have undertaken training into sarcoma and cancer care in general. I feel my role has enhanced the care that patients and their families receive but I would not be able to do it without the backing of other members of staff at the NOC."



MEET THE TEAM:

■ Jackie Sherwood and Judy Cornish, Paediatric Occupational Therapists

The paediatric occupational therapy team including Judy, above left, and Jackie work with children aged up to 16.

The team focus on the assessment and treatment of children having elective orthopaedic surgery, those that live with rheumatic conditions and children who live with chronic pain.

This varied role involves working closely with the families, helping them to prepare for surgery and the practical implications for everyday family life and routine.

They are also on hand to offer a whole manner of advice, make assessments and treatments. They also offer recommendations and organise adaptations to accommodate the child's needs at home and school.

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



Your say...

Patients put pen to paper to thank NOC



The staff on the ward are brilliant. You can't ask for better care than what the staff did for me. They went out of their way for me. Once again a big thank you for the care that I received.

I had surgery recently at your hospital and I was very impressed with the service you provide. I couldn't get over how clean your staff uniforms and hospital were.

I was recently seen by Mr Jackson and found him very understanding, helpful and considerate. He was very encouraging and above all very professional and explained things very clearly. Thank you.

Absolutely brilliant in every way!



Got something to say?

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

NOC duo vow: *Aye, aye, we do!*



Congratulations to two members of staff at the NOC who got married in Devon at the end of September dressed as pirates.

Vikki Ludlow, Senior Staff Nurse on Ward A, and Mik Ashfield who works as a Senior Anaesthetic Practitioner in Theatres, married in a pirate-themed ceremony which attracted publicity on a national scale.

Their 'Pirates of the Caribbean'-style wedding featured in articles in *The Sun* and *Daily Star* along with the local press in Oxford and Devon. However, they are no strangers to the 'pirate theme' as each year they dress up to raise money for Cancer Research with other members of staff at the NOC.

The event was tinged with sadness as Vikki had recently been diagnosed with cancer which meant their honeymoon had to be cancelled.

We would like to send the couple our congratulations and give Vikki our best wishes as she continues with her treatment.

Shoulder surgery is focus of next Joint Venture

Joint Ventures is a series of public information events at the NOC in the form of a pair of short lectures, culminating with discussion and questions from the floor. These talks are being put in place as part of a programme to engage and inform the public of current and future musculoskeletal research plans in Oxford. The aim of *Joint Ventures* is to reach as wide an audience as possible in terms of age and subject and provides an informal and relaxed environment where questions relating

to the topic can be asked to the clinicians and researchers. The next lecture is on Tuesday 19 April 2011 at 6pm in the main lecture theatre at the NOC, with a presentation on Shoulder Surgery by Professor Andrew Carr and Ms Jane Moser. The lecture will be followed by tea and coffee in the atrium with an opportunity to ask questions of the speakers.

To register an interest please contact: fiona.parker@ndorms.ox.ac.uk

NOC Chief Executive recognised as an 'inspirational leader'

Jan Fowler, the Chief Executive of the NOC, has been named as one of the most inspirational leaders in the NHS. She was nominated for the NHS Award for Inspiration in recognition of her outstanding leadership in action.

Mrs Fowler, pictured below, was nominated by her colleagues for her 'determination, courage and tenacity' in helping to turn the Trust into one of the most improved in the country and for her focus on putting the patient at the heart of the hospital's service delivery.

During her three years as Chief Executive the Trust has achieved a double 'good' in annual performance ratings, consistently met waiting time targets and secured an exemplary infection control record. In 2009 the Care Quality Commission acknowledged the NOC as being among the 13 most improved NHS Trusts in the country.

Medical Director Dr Tony Berendt praised Mrs Fowler for her focus on being a patient-centred organisation while achieving high standards in quality of care and financial performance. He said she led by example, tackling controversial issues with openness and transparency and inspiring a similar culture across the Trust.

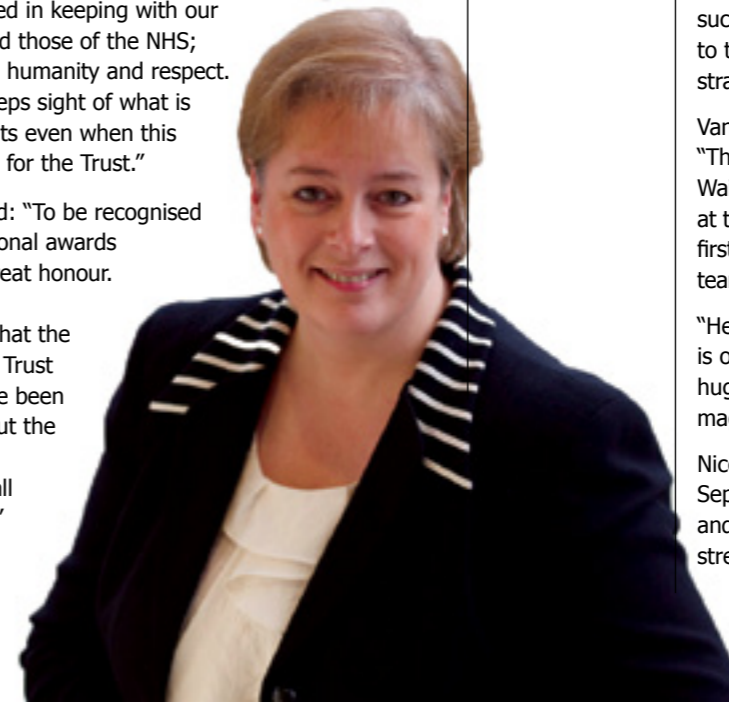
One of the first things she did was to make patient safety a priority, involving managers and directors in safety walk-arounds, patient stories and discussions on patient experience. She also steered the Trust out of an underlying deficit into recurrent surplus despite severe financial constraints.

Dr Berendt said: "Jan's story of inspiring successful organisational transformation should be heard widely within the NHS. At a time when clinicians must deliver quality improvement without increasing costs, inspirational leadership is vital to sustain all."

"Jan has repeatedly proved that this can be found within the Trust and can be delivered in keeping with our core values and those of the NHS; above all, with humanity and respect. She always keeps sight of what is best for patients even when this means change for the Trust."

Jan Fowler said: "To be recognised through a national awards scheme is a great honour.

I would like to acknowledge that the success of the Trust would not have been possible without the hard work and dedication of all the staff here."



^ Nicoletta Vizi is pictured at the NOC with Bev Edgar, left, and Vanessa Cummings

Romanian orphan looks ahead after NOC surgery

A Romanian orphan has received surgery to straighten her severely deformed leg at the NOC following a six-month fundraising campaign by hospital staff.

Nicoletta Vizi, 19, first met NOC Paediatric Consultants Mrs Rachel Buckingham and Mr Andy Wainwright when they flew to Romania in 2009 with the charity Foundation for the Relief of Disabled Orphans (FRODO) and spent a week assessing around 20 children, including Nicoletta.

Due to the complexity of Nicoletta's case, the surgeons felt that she would benefit from being operated on at the NOC. Nicoletta walked with tremendous difficulty, dragging her right leg that was almost back to front.

Staff at the hospital, led by the NOC's Director of HR Bev Edgar, co-ordinated a fundraising campaign and successfully raised the £5000 needed to bring Nicoletta to the UK. In August she had the four-hour operation to straighten her leg.

Vanessa Cummings, Chief Executive of FRODO said: "Thanks to the skill and caring attitude of surgeons Andy Wainwright and Rachel Buckingham – and the whole team at the NOC – Nicoletta's dream has come true. When she first saw her leg in plaster – her straight leg – she burst into tears, tears of joy, and since then has not stopped smiling!" "Her future offers all sorts of new possibilities and this is one girl who is going to take them on. I must give a huge thanks to Bev and all the team at the NOC for their magnificent fundraising."

Nicoletta flew back to Romania at the beginning of September. She remained in a plaster cast for six weeks and is now attending regular physiotherapy sessions to strengthen her 'new' leg.

Special nurse wins top honour at our 'NOsCars'

Staff Nurse Simelukufa Sebele received the top honour of Nurse of the Year at an annual celebration of NOC staff achievements in November.

Simelukufa – Sime to patients and staff – has been a staff nurse on the High Dependency Unit and Recovery wards for the last six years. She was among more than 50 staff whose achievements were recognised at the awards ceremony.

The NOC's 'Celebrating Success' awards, now in their tenth year, highlight and reward achievements including Long Service, Scholarships, Academic Achievements and Team of the Year. This year the awards took on an Oscar theme, with staff receiving an Oscar-type statuette known as a 'NOsCar'.

Sime, pictured below, received her award from the Chair of the hospital's League of Friends, Hilary Daffern. She was nominated by those working closest to her for her calming influence and great leadership. She also received the Elizabeth Handfield-Jones Travelling Scholarship.

Rachel Mellor, Head of Profession (Nursing), said: "I was delighted but not at all shocked to find that Sime had been nominated for the Nurse of the Year. Sime is everything that a nurse should be: caring, conscientious, knowledgeable and trustworthy."



A family's insights help staff see it like a patient

A training session for over 30 NOC staff from areas such as occupational therapy, physiotherapy, nursing and spinal teams took place at the hospital in October.

The hour-long session featured a presentation from Doug Morris whose son Ben, pictured above, is a long-term patient of both the NOC and the Oxford Centre for Enablement. Mr Morris gave a first-hand account of Ben's experience at the NOC during many years of assessment and treatment.

The session, which was organised by Paediatric Occupational Therapists Judy Cornish and Jackie Sherwood (see page 6), proved beneficial from gaining more insight into a family's issues when planning for a child's surgery and rehabilitation.

Judy said: "Ben and his family are inspirational people and were able to provide staff with an insight into the 'patient's perspective' taking into account the patient pathway and looking at how patients and their families access our services. We are extremely grateful to them for sharing their experiences with us."

Our friends are in a league of their own

In addition to the NOC's League of Friend shop they also grant financial support to the hospital – in the last financial year this was to the tune of £120,000.

Some of the items this has been spent on include: two specialist showers in the Oxford Centre for Enablement (OCE), various equipment for the speech and language therapy department, a freestanding hoist and sling for OCE along with a powered 'lifting table' for the engineers working for the wheelchair service.

Damian Green, Rehabilitation Engineer at the Oxford Wheelchair Service said: "I applied for funding from the League of Friends for a Powered 'lifting table' – a device enabling large weights to be lifted from floor level to a safe working height.

"In the course of our work within the Wheelchair Service we work on many very heavy powered wheelchairs. Previously we would either have to scabble around on the floor to work on them or get three or four engineers to lift them onto (and off) a workbench.

"Introducing the 'lifting table' has made a huge difference and we can now move equipment to a suitable height which saves on manual lifting and risks of injury, not to mention increasing efficiency of the department. We are extremely grateful to the League of Friends for providing funding for this."

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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