

ambassador

Membership Magazine

L&D's First IVF baby born! page 3



L&D's Fertility team is delighted and proud to announce the birth of our first IVF baby, both mum and baby are doing very well!



Inside this issue

- Hospital invests £1.4 million in new car park
- **Governor spotlight**
- L&D launches, "THE WEIGH FORWARD", the way to lose weight
- L&D helping Cancer survivors to get active
- Nurses use iPads for patient observations to save lives
- **Breast Screening saves lives**

welcome to ambassador

'The Ambassador' is our way of communicating with you, one of our hospital members. We want to ensure that we keep you up to date with real developments of the hospital and to let you know how you can get involved. We now have over 15,000 members and we are keen for as many members as possible to play an active role in shaping how the hospital is managed and is developed for the future.

Dear Member,



I would like to remind you that we hold regular Medical Lectures, both within the hospital and at a number of venues in the communities served by the hospital. These lectures provide the public with a more detailed level of information on a range of health issues including specific health conditions and the working of services within the hospital. The next Medical Lecture, entitled "Anticoagulant: What you need to know", presented by Dr Renu Riat will be held on Thursday, 2 October 2014. There will be time for questions following the presentation. Arriving early will provide an opportunity to meet with the L&D Governors and senior staff to discuss any concerns or suggestions that you may have (see page 5 for more information).

If you wish to attend, please complete the enclosed reply paid invitation card and return it by 17 September 2014. As only limited places are available please reply as early as you can to avoid disappointment.

The Medical Lectures are proving to be very popular and we had an overwhelming response to the last one, which was about "Emergency Care at the L&D". The presentation slides can be viewed on the L&D web site under the member's area: (<http://www.ldh.nhs.uk/most-popular/ft-members/member-news/>).

The Annual Members' Meeting will be held on Wednesday, 24 September 2014. The meeting will provide members with a detailed report on the progress of the hospital and advise on any changes to the Constitution. (Such a change is shown in the box at the bottom right of this page.) An invitation card is included. The meeting will be held in the L&D Hospital Social Club, at 5.30pm for a 6.00pm start. Arriving early will give you an opportunity again to meet L&D Governors and senior staff to discuss any concerns or suggestions you may have.

The Luton & Dunstable University Hospital is very much in your hands. You have the regular opportunity to elect the Public and Staff Governors, who are responsible for assisting in shaping the future of your hospital and its services and to influence the way it runs its affairs.

Meetings of the Council of Governors are held every two months and are open to the public to attend. I encourage you to attend. They are held at the COMET Lecture hall at the L&D. The meeting dates are listed on page 5.

Ray Gunning

**L&D Governor and Chair of the
Membership & Communications Committee**

*If you would like to receive an
electronic copy of the Ambassador in
the future Please send your email
address to FTmembership@ldh.nhs.uk*

We hope you enjoy receiving our Membership Magazine.

If we have your **name or address incorrect** or the person to whom we have sent this magazine **no longer lives** at the address mentioned in the address label please let us know by contacting us on the numbers given at the bottom of this page. If you have already informed the hospital of any changes but we have not updated our *Membership database* please accept our apologies – this is because our Membership database is not linked to the *Patient database*.

Contact us

The L&D Foundations Trust **Membership Department**

Tel: 01582 718333

Email: FTmembership@ldh.nhs.uk

Post: Membership Department - Trust Office, Luton & Dunstable University Hospital
NHS Foundation Trust, Lewsey Road, Luton LU4 0DZ

Governors can be contacted by email at Governors@ldh.nhs.uk or write to the Membership Department as above.

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Amendment to the Constitution



In line with the Foundation Trust's Constitution, any amendments must be approved by 70% of the Governors voting at a Council of Governors meeting and 70% of the Board voting at a Board of Directors meeting. If these amendments involve changes to the powers of the Governors, then the members must approve the amendments at their Annual Members Meeting.

During 2014, the Council of Governors and Board of Directors approved an amendment to the Constitution that allows the Chair of the Trust to live outside the Constitutional boundaries (namely Bedfordshire, Luton or Hertfordshire). This was to allow a wider search to be undertaken. As this does not affect the powers of the Governors, the members are asked to note this change to the Constitution.

Chair's Message



Following on from a successful year in 2013/14 despite the growing financial and activity pressure throughout the NHS, we have entered 2014/15 with a continued increase in demand for most of our services.

The Board has responded with further investments which include amenities for A&E and Children as well as installing additional staff car parking capacity adjacent to Breast Screening. A wider Estates investment review will also be available for consideration over the coming months. This will take account of the long term service requirements of our community and the increasing need to seek patient care solutions closer to home.

We shall continue to work closely with our Clinical Commissioning Groups to ensure that we provide value for money clinical services whilst meeting the growth in demands from our patients.

I am confident that the Board, Staff, Volunteers and Governors are aware of the challenges ahead and have a determination to provide the best available solutions.

By the time you receive this magazine I expect my successor to be preparing to introduce himself to you at the Annual Members Meeting in September. I shall be more deeply engaged in other activities outside of the NHS, so I wish to thank all of you for your support over the past five years and encourage you to continue to contribute towards making the Luton and Dunstable Hospital one of the best performing Foundation Trust Hospitals in the country.

Spencer Colvin



Interim Chair

Clifford Bygrave has been a Non-Executive Director since 2001. Following approval by the Council of Governors, he took up the role as the Interim Chair on the 1 July 2014 following the departure of Spencer Colvin. He is a Fellow of the Institute of Chartered Accountants in England & Wales, a Chartered Tax Adviser and a Member of the Society of Trust and Estate Practitioners. He was the Senior Independent Director and Vice Chairman of the Board of Directors. He will hold this post until the new Chair takes up the role at the Annual Members Meeting.

New Chair



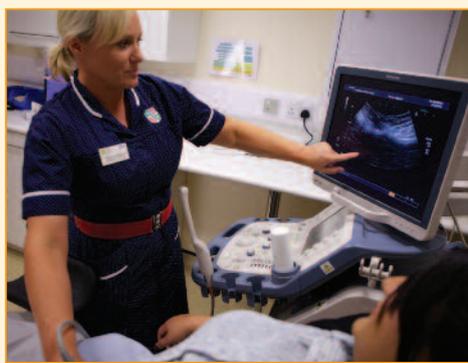
On the 16 July 2014 the Council of Governors approved the appointment of Simon Linnett as the new Chair of the Trust. He will take up his post from the Annual Members

Meeting on the 24 September 2014.

Simon Linnett is an Executive Vice Chairman at Rothschild in London. He has devoted a large part of his professional life to working within the public/private interface both nationally and internationally and is responsible for the bank's relationship with the UK government. He has had a long association with the health dialogue including the health reform process and the health debate generally and has engaged with various government bodies and other health institutions on this subject. Simon has previously headed Rothschild's global transport group and remains closely involved with its initiatives. He has a strong personal interest in the "green" debate, seeking to influence discussion on auctioning emissions and chairing Rothschild's Environment Committee.

Simon graduated from Oxford in Mathematics in 1975 and joined N. M. Rothschild & Sons Ltd where he has been ever since. Simon's external roles include: on the Council and Treasurer of Queen Mary University London; Trustee of the Science Museum Group; Chairman of the Independent Transport Commission; and Trustee of Exbury Garden Trust (a Rothschild family garden). He is about to join the Board of NESTA.

First baby conceived with IVF at L&D Fertility



The L&D's Fertility team is delighted and proud to announce the birth of our first IVF baby, both mum and baby are doing very well.



We started our brand new IVF service in June last year, in partnership with Bourn Hall IVF centre who are renowned for producing the world's first successful test-tube baby.

Our fertility services are available to NHS patients who need support in conceiving and some elements of the fertility service are available to private patients. We have excellent success rates, and an IVF success rate of up to 60%.

Feedback from couples who are using our fertility services has shown that patients are very satisfied and content with the holistic care that they receive and they have rated our services as "highly recommended".

The L&D Fertility Centre is a comprehensive unit with dedicated and caring staff, who are always happy to help our patients and they acknowledge and appreciate their dedication. For more information about the fertility services that we can offer please contact Miss Shahnaz Akbar who is the Fertility lead on 01582 718083 or email a member of the fertility team at fertilityteam@ldh.nhs.uk



Hospital invests £1.4 million in new car park



Earlier this summer we were delighted to be able to go ahead with a £1.4 million investment to build a two storey car park, creating an additional 144 vehicle parking spaces at the hospital site. This is very good news for everyone who comes to the L&D. The staff car parks are at the outer fringe of the hospital grounds, and by increasing capacity there, it will free up parking in more convenient areas for our patients and visitors.

Construction of the new car park started in June and will be completed in early September with 367 spaces. This timing allowed most of the construction to take place during the school holiday period which will help to minimize disruption to local residents, visitors and patients.

While building work is underway, the hospital has acquired temporary use of a number of car parks at nearby businesses and schools for staff to use which has helped to ensure the smooth running of the project.

The new car park occupies the existing hospital staff car park next to the Breast Screening unit on Lewsey Road and is the latest phase of the Trust's parking improvement strategy which includes:

- An additional car park at Derby Road in 2011
- A staff car park was extended in 2013 to free up parking space for patients and visitors
- Staff parking permit scheme was introduced in 2013
- Car park layout was realigned to maximize use of parking bays.



Patient Advice and Liaison Service (PALS)

PALS is a confidential service that provides help for patients, carers, friends and family. You can find us at the Main Entrance of the hospital within the Patient Experience Centre.



How can PALS help you?

- Help with information about services in the hospital.
- If you have a problem that has not been sorted out on the ward or in a department, we will assist you or refer you to the appropriate person.
- If your first language is not English we can arrange an interpreter to help you access our services.

- We will speak to staff/managers on your behalf.
- We may refer you to outside advocacy services.
- Signposting to community services, social services, transport, health information and services for the disabled.
- If you want to make a complaint we can give you the information you need and help you to write your complaint if you wish.

How can you help PALS?

Help the hospital to improve services by providing your feedback on your experience or on your friends and families experiences.

Contacting PALS

Phone us on 01582 497990. You may get an answering machine if the team is busy. Please leave a message and we will return your call as soon as we can.

Email us at pals@ldh.nhs.uk

We are not open at weekends and bank holidays and so will contact you on our return with the aim to answer your enquiry within 2 working days.

You can **visit** us at the Patient Experience Centre next to Main Reception at the front of the hospital from Monday to Friday between **10.00 – 12.00** and **14.00 – 16.00**.

You can write to us using the following address:

PALS, Luton and Dunstable University Hospital,
Lewsey Road, Luton, LU4 0DZ.

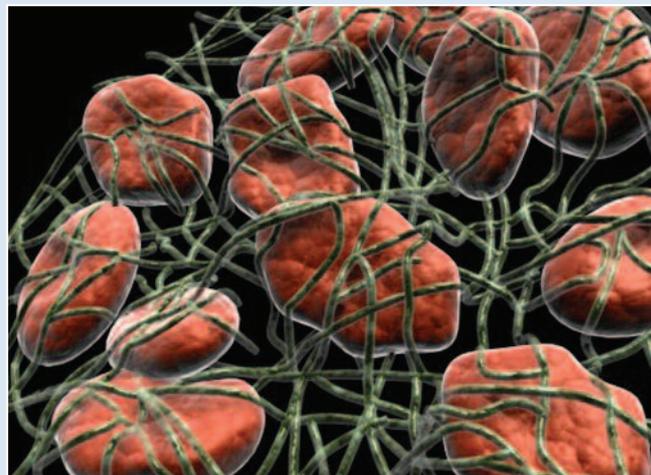
Diary Dates

Important
DATE!

The next Medical Lecture is on Thursday, 2 October 2014
All are invited – RSVP by 17 September 2014



The title of the medical lecture is '**Anticoagulant: What you need to know**'. This will be presented by Dr Renu Riat. There will be time for questions following the presentation. If you would like to know more about the disorder then please contact us in order to book a place as only limited spaces are available. See the enclosed invitation card for details. Please return the 'reply card' by 17 September 2014. It will take place from 6.30pm to 7.30pm on Thursday, 2 October 2014 in the Luton Sixth Form College, Bradgers Hill Road, Luton, LU2 7EW. There is an opportunity for informal discussion with our L&D Governors from 6pm. To book a place you can contact us at FTMembership@ldh.nhs.uk, or by calling us on 01582 718333.



Council of Governors' Meeting

Why not come along to one of our public meetings of your hospital's Council of Governors? They're all held at 6.30pm, at the L&D COMET Lecture Hall. All the following meetings for 2014 are on Wednesdays:

- 20 August
- 22 October
- 17 December

Board Meetings

Board members would be delighted to welcome members of the public, particularly people who have not attended before. We consider it vital to hear local people's opinions on health service provision so would encourage people to come along. All the following meetings in 2014 are on Wednesdays. These meetings are held in the L&D COMET Lecture Hall located on the ground floor from 10am to 1pm.

- 24 September
- 29 October
- 26 November

Annual Members' Meeting on Wednesday, 24 September 2014

Come along and find out all you need to know about how your hospital has been performing over the past year. This is your opportunity to meet your governor representatives and staff from the hospital. The Annual Members' Meeting is being held on Wednesday, 24 September at 5.30pm for a 6.00pm start at the L&D Hospital Social Club, Calnwood Road, Luton LU4 0DZ.

Contact us

The L&D Foundation Trust Membership Department

Tel: 01582 718333

Email: FTMembership@ldh.nhs.uk

Post: Membership Department - Trust Office, Luton & Dunstable University Hospital NHS Foundation Trust, Lewsey Road, Luton LU4 0DZ

Governors can be contacted by email at Governors@ldh.nhs.uk or write to the Membership Department as above.

L&D Hospital Radio
HOSPEDIA • 1134AM • ONLINE

OPEN DAYS

6 Calnwood Road (off Lewsey Road), Luton LU4 0ET

Friday 26 and Saturday 27 September 2014

Friday 10.00 am to 6.00 pm

Saturday 10.00 am to 4.00 pm

What will you see on your visit:

- How hospital radio works
- Studio tour
- Live broadcasts
- Outside broadcast
- Meet the volunteer staff

What can we do for you:

- Publicise your event, charity or cause
- Advertise your business
- Find out how you can join us

There will also be refreshments available.

Contact us at the address above or on 01582 582313 or at info@ldhr.co.uk

UK Registered Charity No 282934



Governor spotlight

Changes to the Council of Governors

New vacancies

The election process which commenced in May this year for the following constituencies, will conclude in August 2014 by electing 10 new governors whose term of office will start from 24 September 2014. These new governors including those re-elected, if any, will require considerable support from the exiting governors and the Trust will ensure that they are trained to undertake their new duties.

6 Public Governors in the following constituencies:

- Public: Luton (3 vacancies)
- Public: Bedfordshire (2 vacancies)
- Public: Hertfordshire (1 vacancy)

4 Staff Governors in the following constituencies:

- Staff: Medical & Dental (1 vacancy)
- Staff: Nursing & Midwifery (3 vacancies)

Outgoing governors who have completed their full term

The governors Bina Gupta, Vic Skates, Rowena Harrison and Lesley Groves will have completed their full term in September 2014. The Trust and the Council of Governors join in thanking them for all their hard work over the years. Their support by representing the views of the local people and staff, and helping the hospital to shape its plan for the future has been invaluable.

This is what they had to say when interviewed about their experience as governor over the 3 terms.



**Bina Gupta
Public Governor
for Luton**

After retirement, I joined the Luton and Dunstable University Hospital Trust as a public governor. As I did not come from a medical background, initially it was difficult to understand the terms and abbreviations used in the meetings in my first year. Gradually this became clear and I joined several sub-committees. I also went to the local communities on hospital 'membership drives' which I really enjoyed, as being an ex teacher I know local families and I am able to speak several languages. I spoke to the local groups and helped people understand why joining was important. Taking care of one's health and wellbeing helps create a healthy society and moreover people gain more influence on how the hospital is run.

Diversity Group where the health care needs of the different groups of people in our local communities are discussed and ideas for addressing these are put forward. The role of the governor is constantly developing and is supported by training opportunities. It has been a privilege to represent the Beds Constituency. I have learnt much about the running of a hospital!



**Vic Skates
Public Governor
for Luton**

I have thoroughly enjoyed my being a Governor and have learnt a great deal as to how a very large hospital

operates behind the scenes and how very dedicated all the staff are.

On the negative side: Whilst we are all aware of many items that need improvement it does take a considerable time to implement such changes. So I would ask the users of L&D be patient we are getting there!

Thanks to both the public and hospital staff for all your support.



**Rowena Harrison
Public Governor for
Bedfordshire**

My time as a governor at the Luton & Dunstable Hospital since its inception as a Foundation Trust has been very interesting. There have been regular Council of Governors Meetings and seminars where governors are able to put forward responses to planned changes and developments at the hospital. Over the period of my terms of office the hospital has had to respond to and implement many changes in health care policy and has addressed areas for development. Patient safety and patient experience have been at the centre of the work. Governor input has played its part in these developments. As a member of the Communication & Membership Committee I have been involved, with other governors in enrolling new members to the trust. We have had stalls at markets, outside supermarkets, at community events and held public engagement events. These events have generated many new members and informed constituents about the work of the hospital. I have been a member of the Equality &



**Lesley Groves
Staff Governor
for Nursing &
Midwifery**

I worked in the midwifery unit for many years before becoming a governor but it enabled me to understand how the hospital was run as a whole.

Whilst I have been a governor there have been many changes to the executive team and the way the trust is now run. It has been a valuable opportunity to speak up for my colleagues, and to keep staff issues on the agenda, as well as involvement in patient care and views.

It is a very interesting role with many challenges (car parking!!) and frustrations - at the lack of funds for the NHS, but I have enjoyed my time in the role.

New email IDs for L&D Governors

Public Governors have a general duty to represent the interests of members of the public who have elected them. Governors therefore interact regularly with the members of the public to ensure they understand the views of the public and to make sure that they clearly communicate to them information on trust performance and planning.

The Governors of Luton and Dunstable Hospital have access to L&D emails. Therefore, any public member of the Hospital who wishes to contact their respective Governor can contact them via email or write to the address found on bottom of page 2:

If a public member lives in the Hertfordshire Constituency they can contact the following Governors:

First name	Surname	e-mail address
Guy	Thomas	Guy.thomas2@ldh.nhs.uk
John	Harris	John.harris@ldh.nhs.uk
Malcolm	Rainbow	Malcolm.rainbow@ldh.nhs.uk

If a public member lives in the Luton Constituency they can contact the following Governors:

First name	Surname	e-mail address
Amer	Hussain	Amer.hussain@ldh.nhs.uk
Anthony	Scroton	Anthony.scroton@ldh.nhs.uk
Bina	Gupta	Bina.gupta2@ldh.nhs.uk
Derek	Smith	Derek.smith@ldh.nhs.uk
Jack	Wright	Jack.wright@ldh.nhs.uk
John	Young	John.young2@ldh.nhs.uk
Keith	Barter	Keith.barter@ldh.nhs.uk
Marie-France	Capon	Marie-france.capon@ldh.nhs.uk
Shamim	Ulzaman	Shamim.ulzaman@ldh.nhs.uk
Tariq	Shah	Tariq.shah@ldh.nhs.uk
Tracee	Cossey	Tracee.cossey@ldh.nhs.uk
Vic	Skates	Vic.skates@ldh.nhs.uk

If a public member lives in the Bedfordshire Constituency they can contact the following Governors:

First name	Surname	e-mail address
Bart	Hanley	Bart.hanley3@ldh.nhs.uk
Bob	Shelley	Bob.shelley@ldh.nhs.uk
Dorothy	Ferguson	Dorothy.ferguson@ldh.nhs.uk
Janet	Curt	Janet.curt@ldh.nhs.uk
Ray	Gunning	Ray.gunning@ldh.nhs.uk
Roger	Turner	Roger.turner2@ldh.nhs.uk
Rowena	Harrison	Rowena.harrison@ldh.nhs.uk



Your Governors are involved:



The Governors, who represent the interests of foundation trust members and partner organisations in the local community, hold the board to account for the performance of the Trust and exercise their statutory duties. Here is an update by the governors who attend the working groups and committees of the L&D. From May 2013, each of these groups is also supported by one of the Non-Executive Directors.

Remuneration and Nomination Committee

Governors Cheryl Smart, Jack Wright, Vic Skates, Prof Brian Davidson, Jim Machon and Amer Hussain : email at governors@ldh.nhs.uk



The Remuneration and Nomination Committee assists the Council of Governors in carrying out the appointment and removal of Chair and Non-Executive Directors. The committee also approves the appointment of the Chief Executive. The committee agrees the outcome of the appraisal of the Chair by the Senior Independent Director and the outcome of the appraisals of the Non-Executive Directors. It is also accountable for the remuneration of the Chair and the Non-Executive Directors. This year the committee completed the appointment of our new Chair (page 3) and will continue with the appointments for Non-Executive Directors.

Membership and Communication Committee

Governors Pam Brown, Bina Gupta, Tracee Cossey, Rowena Harrison, Ros Bailey, Dorothy Ferguson, Ray Gunning and Roger Turner: email at governors@ldh.nhs.uk



The Membership and Communications Committee assists the Council of Governors in its annual review of the Trust's

Membership Strategy in order to ensure it remains fit for purpose and compliant with regulatory requirements. The Committee reviews communication and events with the membership and supports the publication of the Ambassador which is issued twice a year. The group also organises medical lectures on varying specialities that are of interest to its membership.

Constitutional Working Group



Governors Barbara Turner, Tracee Cossey, Pam Brown, Jim Machon, Roger Turner and Malcolm Rainbow: email at governors@ldh.nhs.uk

The Constitutional Working Group assists the Council of Governors in reviewing the Constitution at least

annually and ensuring that the Constitution is up to date with new developments. It also submits a report to the Annual Members' Meeting to approve any Constitutional Amendments. The group meets February to June every year to review the Constitution before submitting recommendations for approval to the Council of Governors, Board of Directors and Annual Members' Meeting. This year, the Council and the Board agreed that the Chair of the Trust could live outside of Luton, Bedfordshire and Hertfordshire to widen the search for the right candidate.

Car Parking Working Group

Governors Keith Barter, Pam Brown and Vic Skates: email at governors@ldh.nhs.uk



Car Parking is an ongoing issue for the hospital and your Governors continue to work with the hospital to develop plans and support progress. The work to place deck on the Breast Screening Car Park will be completed by the beginning of September 2014 and this will ease the pressure on the public car parks.

Nutritional Steering Group

Governor Marie-France Capon: email at governors@ldh.nhs.uk



The Nutrition Steering Committee has been re-launched with new terms of reference and aims and objectives. The nutrition team with support from across the hospital continue to provide training and Nutrition Champions has also been re-launched with an event held on the 25 June 2014. The Trust has initiated 'Red Mats' for patients who need support with feeding and a pilot scheme of a Dehydration Risk Screening Assessment Tool (GULP) is also going to be initiated.

Equality, Diversity and Human Rights Committee

Governors Tracee Cossey, Bina Gupta and Rowena Harrison: email at governors@ldh.nhs.uk



Equalities Week at the Hospital was in May 2014 and the week raised the profile of equality, diversity and human rights work, introduced the equality lead, showcased good practice across all the equality strands, promoted Personal Fair Diverse (PFD) principles and asked new members to sign up as PFD champions. There were display boards, stalls, flyers and e-mails all supporting the week and the Trust is supported by one of the Trust's Non Executive Directors, Mr Jagtar Singh, the Head of Organisational Development and Learning, Sally Gitkin and the Patient Experience Manager, Sally Dring. We Governors also received training during that week to be able to support appropriate challenge about equality issues through our meetings, papers that we review and at the Board of Directors.

Your governors are involved *continued*

Patient Led Assessment of the Care Environment (PLACE)

Governors Ray Gunning, Jack Wright, Keith Barter, Marie France Capon, Bina Gupta and Janet Curt: email at governors@ldh.nhs.uk



The monthly PLACE inspections continue and improvements are being made. All recommendations and issues that need to be addressed are scheduled and are monitored at the regular PLACE meetings. Signage continues to be an issue and the group also make recommendations about immediate upgrades to departments where concerns are raised.

Outpatient Transformation Board (OTB) Update

Governors Malcolm Rainbow, Vic Skates, John Harris and Dorothy Ferguson: email at governors@ldh.nhs.uk



The Trust put in place a transformational programme for Outpatients in 2011. The Governors are ensuring that this project is a key topic for the hospital and keep a close eye on progress. Some of the notable improvements so far include: the complete upgrade to Zone C (the main outpatient area); NVQ training programmes for outpatient staff; an Outpatient Matron appointed; pre-appointment information improved and an interactive appointment confirmation introduced.

Patient and Public Participation Group (PPPG)

Governors Malcolm Rainbow, Ray Gunning and Keith Barter: email at governors@ldh.nhs.uk



Formally the Patient Experience Group, the PPPG is chaired by a Non Executive Director and aims to bring together a small selection of hospital staff and patient

representatives on an equal footing to oversee how the whole experience for patients and carers can be improved. There are currently plans developing to put together a Patient Experience Strategy and this group will have a key role in agreeing what elements should be included.

Quality, Innovation, Productivity and Prevention (QIPP) Group

Governors Pam Brown, Chi-Hwa Chan, Ray Gunning, Bina Gupta, John Harris, Malcolm Rainbow and Roger Turner: email at governors@ldh.nhs.uk



The QIPP programme which is implemented by L&D had been transformed from a series of small projects into six over-arching themes which looked at transforming the culture of the L&D to achieve significant improvements in effectiveness whilst improving quality and patient experience. The background was increasing costs of medical treatment due to inflation and more expensive

drugs coupled with declining revenue per procedure set by the Government to force productivity improvements and save money. The six projects are; Outpatients; Workforce; Theatre Utilisation; Length of Stay; Medical productivity and Procurement. Other schemes will be added as projects are identified.

The Governors hold meetings every six months to review progress and to keep a watching brief on the Clinical Commissioning Groups plans for the future.

Carbon Management Programme Board

Governors Marie-France Capon: email at governors@ldh.nhs.uk



Carbon Management Programme Board provides the high level oversight of the carbon management and sustainability programmes, to ensure the Trust contributes to the sustainability agenda and reduces carbon emissions in line with the Government targets and the NHS Carbon Reduction Strategy for England.

There are further details on page 23 about the current work being undertaken.

Outsourcing Project Board

Governors Pam Brown and Bob Shelley: email at governors@ldh.nhs.uk



In March 2014 the Trust Board of Directors agreed to pursue the outsourcing of the Catering and Cleaning contracts. There is a robust tendering process underway and Human Resources support is in place for the staff in these departments. Governors

receive regular updates on the plans to be able to ensure that quality and patient experience remain at the heart of the implementation of the departments.

Clinical Audit and Effectiveness Committee (CAEC) and National Institute of Health and Clinical Excellence (NICE) Implementation Group

Governor Roger Turner: email at governors@ldh.nhs.uk



The Clinical Audit working committee's role is to check that clinical standards are being met by the hospital. NICE is one of the set national standards that the hospital needs to ensure it is monitoring compliance against. We have a governor represented on this group to help in ensuring that the right topics are being included and that the improvements identified are taken forward.

Schwartz Rounds

Governor Marie-France Capon and Ros Bailey: email at governors@ldh.nhs.uk



Schwartz Centre Rounds provide a regular forum for staff to come together to explore the emotional and social challenges of providing compassionate care and to support each other. There is evidence that these Rounds support staff

and this in turn helps them to care for the patients with improved patient experience. For more information please visit: www.kingsfund.org.uk/pointofcare or email Clinical Lead Dr Kandappu Mylvaganam at Kandappu.Mylvaganam@ldh.nhs.uk

Safeguarding Adults

Governor Marie-France Capon: email at governors@ldh.nhs.uk



Safeguarding our patients is of huge importance to the L&D. With complex discharges from hospital and vulnerable patients such as those with a learning disability or dementia, the hospital has a responsibility to safeguard the patients from harm at the hospital, but also to raise any alerts for those that come into hospital.

We have a governor, with a nursing background, who sits on this group to support the assurances that were dealing with alerts raised, training our staff on safeguarding and that we have clear lines of accountability and reporting in place.



Emergency Care at the L&D



Over 150 of our members were able to learn about Emergency services from the perspective of Accident & Emergency (A&E) at the hospital, Ambulance services and GP services during our recent lecture which was held at the Luton Sixth Form College. The presentations were delivered by Mr David Kirby who is a Consultant in Adult & Paediatric Emergency Medicine at the Hospital, Dr Monica Alabi, a GP and Mr Andy Stone who is an Interim Assistant General Manager from East of England Ambulance NHS Trust.

The slides can be viewed on our website www.ldh.nhs.uk in the member's area (<http://www.ldh.nhs.uk/most-popular/ft-members/member-news/>). Feedback from our members showed that having access to health information is one of the key benefits of being members of the L&D. Governors are working with the staff to plan a series of new lectures. **See page 5** for details of our next medical lecture and other meetings.

At some point in time, most people will need to get help because of an accident or a medical emergency



For what should we consider Hospital Emergency Departments?

Emergency Departments (A&E) assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for **life-threatening emergencies only**, such as:

- loss of consciousness (unresponsiveness)
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- severe breathing difficulties
- severe bleeding that cannot be stopped
- If you or someone else is having a heart attack or stroke, call 999 immediately – with these conditions every second counts.

If an ambulance is needed, call 999, the emergency phone number in the UK. Your call will be taken by a trained operative who can send an emergency vehicle to you if needed. However, sometimes an immediate response is not required, so the call taker has other options available, including a delayed visit.

A common myth is that by attending a hospital Emergency Department, you will receive expert care for your condition. Although located in the hospital, the A&E does not always have all the expertise which that hospital is renowned for. The staffs in the A&E are experts in the field of serious illness and injury, but not in the management of chronic, long term conditions – often it is your GP who is the expert here!

What should we do if it is not an immediate or life threatening emergency?

If you do not believe this is an immediate emergency call NHS 111. The service is available 24 hours a day, seven days a week, and can provide medical advice and advise you on the best local service to offer the care you need.

Less severe injuries can be treated in **minor injuries services** and **NHS walk-in centres**, which can treat patients without an appointment.

For illnesses that are **not life threatening** you should first contact your GP surgery. Outside of normal surgery hours you can still phone your GP, but you will usually be directed to an **out-of-hours service**. The out-of-hours period is from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. During out-of-hours periods you can also call NHS 111.

If your injury is not serious, you can get help from the following, rather than going to a hospital Emergency Department. This will allow hospital staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

- Minor injuries units (MIUs) offer assessment and treatment for minor injuries such as sprains and strains.
- At NHS walk-in centres you can see an experienced nurse or doctor (although not all centres have a doctor) without an appointment. They offer advice, assessment and treatment for minor ailments and injuries such as cuts, bruises, minor infections, strains and skin complaints.

In Luton, the **GP Led Walk in Centre** which is located at town centre 14-16 Chapel Street, Luton, LU1 2SE, Telephone: 01582 709290 is available 12 hours per day, everyday, with anyone welcome to walk in and receive an appointment with the GP. This service is particularly useful for all visitors to Luton and the working population, who will be able to see a GP without having to take time off work. The GP Led Walk in Centre is open Saturdays and Sundays when many surgeries are closed.

- GP out-of-hours service
When your local GP surgery is closed, an answer phone message will give you the contact details for the out-of-hours service.
- Contraception
Emergency contraception can stop you becoming pregnant after having unprotected sex. Two methods are available, the 'morning after' pill and the copper intrauterine device (IUD). The pill can be taken up to 72 hours after sex and is available free from your GP and most family planning clinics. It is also available from some pharmacies.
- Mental health emergencies
If a person's mental or emotional state quickly worsens, this can be treated as a mental health emergency or mental health crisis. In this situation, it's important to get help as soon as possible. Contact NHS Direct (or NHS 111 if available in your area) to find out where help is available. If you feel the person is in immediate danger then call 999.
- Urgent care centres provide a variety of services but vary in different areas. You may be able to attend such a centre rather than go to the hospital. It is best to phone ahead or call NHS Direct (or NHS 111 if available in your area) to find out if the services you require are available at your local urgent care centre.

How do ambulance services priorities emergency calls 999?

Emergency 999 calls to the ambulance service are prioritised into two categories to ensure life-threatening cases receive the quickest response:

1. **Immediately life threatening** – An emergency response will reach 75% of these calls within eight minutes. Where onward transport is required, 95% of life-threatening calls will receive an ambulance vehicle capable of transporting the patient safely within 19 minutes of the request for transport being made.
2. **All other calls** – For conditions that are not life threatening, response targets are set locally.

continued on page 10

Emergency Care at the L&D... *continued from page 9*

A 999 call should only be made in a genuine emergency. To ensure seriously ill and injured patients are treated as quickly as possible, people whose call is not serious should consider other healthcare options rather than calling 999. These could include:

- self-care at home
- talking to your local pharmacist
- visiting or calling your GP
- calling NHS 111
- going to a local NHS walk-in centre
- attending a minor injuries unit
- making your own way to your local A&E department (contrary to common myth is that arriving in an ambulance does not mean you will be seen by hospital staff any quicker!)

What should one do when faced with genuine life threatening emergency?

If so, call 999 and don't panic. Always call 999 if someone is seriously ill or injured, and their life is at risk. Once you are connected to an ambulance 999 operator or call handler, they will ask you a series of questions to establish what is wrong. This will allow them to determine the most appropriate response as quickly as possible.

Always call 999 if someone is seriously ill or injured, and their life is at risk.

Do not hang up. Wait for a response from the ambulance control room as they might have further questions for you. The person who handles your call will let you know when they have all the information they need. You might also be instructed on how to give first aid until the ambulance arrives.

What should one do when it's not a life-threatening emergency?

If the situation is not a life-threatening emergency and you or the person you are with do not need immediate medical attention, consider other options before you dial 999.

These could include:

- self-care at home
- talking to your local pharmacist
- visiting or calling your GP
- calling NHS 111
- going to a local NHS walk-in centre
- attending a minor injuries unit
- making your own way to your local A&E department (arriving in an ambulance does not mean you will be seen any quicker)

Ambulatory Care Centre

At the Luton and Dunstable Hospital we continue to strive to improve our Emergency services, we recognise that when someone attends the hospital as an emergency it can be a very stressful time.



One satisfied service user has written:

'I just thought I would let you know a bit of positive feedback... it's always nice to hear good news!! My friend was taken to A&E on Friday, was seen, and then told she had to attend an appointment at the Ambulatory Care Centre yesterday.

When we first arrived she had to have a CT scan but this was all done within 30 minutes of us arriving, the staff kept her informed all the time about how long things would take and when we were slightly delayed what the reasons for this were! When we managed to then see the consultant she was hugely reassuring, she answered all of my friends questions without any hesitation or concern for how much of her time we were taking up. She also ensured that all follow up appointments were booked in advance for the week ahead and my friend was given as much detail as possible about each of these appointments so she knew what to expect.

It turned what was quite a worrying situation into something much more calming, we both left feeling completely reassured that she would be treated as soon as possible!

I am not sure who/if there is anyone directly involved with the service to feed this back to but if so please pass on my thanks, it really was a commendable service!



The aim of our Ambulatory Care Centre is managing emergency patients without an overnight hospital stay and offers an alternative to the traditional hospital admission.

In our Ambulatory Care Centre, we treat, we stabilise and we send patients home on the same day. But if patients are quite clearly sick, we can admit them directly. If we need to see our patients again, we arrange a visit by our Hospital at Home team, in patients' own home; alternatively we ask our patients to come back and see us in the Ambulatory Care Centre on a specific day/time for further treatment/consultation.

By avoiding unnecessary hospital admission we reduce the risk of hospital acquired infections.

According to the NHS Institute of Innovation and Improvement, 1 in 6 emergency hospital admissions can be managed through the Ambulatory Care service. This is a cost effective approach to improve the quality of health care.

Our service is available Monday to Friday, 9.30 am – 5.00 pm and patients can be referred directly by their GPs.

L&D launches, "THE WEIGH FORWARD", the way to lose weight



Luton and Dunstable University Hospital's Centre for Obesity Research is nationally recognised as a centre of excellence for its specialist work helping patients achieve weight loss through medical management and surgery. The Obesity Research team is excited to announce the launch of a brand new weight loss programme called "THE WEIGH FORWARD" which will enable more people to access this specialist service.



The criteria to access Obesity services at the L&D have changed, making treatment available to many more people. Previously, people had to have a BMI of over 40 in order to be referred. Now, we can also treat people with a BMI of over 35 if they have at least one of a range of other health issues such as Type 2 Diabetes, hypertension, cardiovascular disease, obstructive sleep apnoea or osteoarthritis.

The Weigh Forward is designed to provide, an holistic approach to patients, ensuring individualised, tailored programmes to meet specific needs and goals for successful long term weight loss. The launch of The Weigh Forward means that the L&D team will be able to treat more patients.

The specialist team in the Obesity Research Department brings together clinical staff from a variety of professions to offer patients a comprehensive service of the highest standard. The team includes Clinical Psychologists, Physicians, Dieticians, Nurses and Surgeons. Together they provide all aspects of weight management. They offer nutritional advice, dietary counselling, in-depth medical assessment, regular specialist support and a variety of bariatric surgical procedures.

Obesity services at the L&D are available to patients living in the East of England region. Anyone who is concerned about their weight and thinks that they may be eligible for specialist advice or treatment should speak to their GP.

Weight loss can transform people's lives by reducing the health risks of life threatening diseases and thereby improving the quality of life and many of our patients have spoken of the improvements to their own lives as a result of treatment.

L&D helping Cancer survivors to get active



All L&D patients who have curable cancer can be referred for 12 FREE physical activity sessions with Active Luton gyms; patients can be referred even if they don't live in Luton.

With support from Macmillan nurses and L&D cancer experts, Active Luton's healthy lifestyles team works closely with the participants to deliver specific exercise programmes which cater to each individual's needs. The programme has been very successful with 138 out of 150 patients still active a year after they started.



Patients on the programme receive 12 free physical activity sessions which include gym, swim and fitness classes in any Active Luton facility. The golf driving range and badminton court have also been used in specific circumstances. At the end of the 12 sessions participants then receive a discounted rate at Active Luton's facilities and a free health check every six weeks to monitor their progress.

Patients can be referred via their Macmillan Clinical Nurse Specialist or GP, but people can also refer themselves by contacting Active Luton directly.

Peter Loney is one patient who has found the programme 'invaluable' to his recovery. Peter commented: "I am so grateful to my Macmillan nurse who badgered me to take part in the Active Luton programme. Words can't express how positive and full of energy I feel after a session at the gym and a chat with my support team."

Helen Barnett, Active Luton Chief Executive, said: "The feedback so far has been overwhelmingly positive and is making such a difference to people's

lives. Exercise is vitally important to the health and wellbeing of patients so we are delighted to receive this latest funding. Going through cancer must be a very terrifying experience but we know exercise, can help with the recovery, so I encourage anyone receiving treatment to get in touch to see how we can support them."

Clinical Nurse Specialists at the L&D fully support the Active Luton scheme and are only too happy to be able to refer patients for activities which can make a real difference to their health and wellbeing. To find out more, contact matt.corder@activeluton.co.uk or visit the website.

Nurses use iPads for patient observations to save lives



The L&D has been awarded £260,000 from the Department of Health Technology Fund to buy electronic equipment such as iPads and software for nurses to record patients' vital signs right at the bedside.

The electronically recorded "vital signs" can be viewed by doctors from any computer in the hospital and provide life-saving advice on a patient's state of health if they show signs of deteriorating.

The L&D's Medical Director, Dr Mark Patten, said, "Taking the patient's pulse, breathing rate and blood pressure at the right time and being able to involve the right people to take swift action can help to save lives."

Over the past three years the L&D Hospital has been gradually introducing an electronic observation system with over 1,000 patients, using modern technology to record patients' vital signs and input the data onto an iPad. This has been proven to reduce the number of deaths by enabling clinical staff to access a patient's data from any computer within the hospital and advice or action before a patient suffers a cardiac arrest.

The L&D has made an investment an additional £250,000 to further develop this project so that nurses can record even more clinical information all on one system. This will save on administration time and let nurses spend more time at the patient's bedside.

"Quicker action for a deteriorating patient will reduce the likelihood of that patient deteriorating further and therefore help to reduce avoidable deaths. This is a good example of our IT technical team and clinical staff working together to improve the safety of our patients," said Dr Patten.

To find out more about electronic patient observations please contact Anne Thomson, Head of Patient Safety at the L&D.



State of the art Simulation Training on the L&D Neonatal Intensive Care Unit (NICU)

Medical simulation training allows teams to practise managing critical clinical situations in a safe environment using a manikin. This improves effective team working and allows clinicians to practice, evaluate and master key skills, thus delivering high quality patient care. Medical simulation improves patient outcomes and patient safety. 'Point of care' simulation allows teams to train in their own working environment.

The neonatal unit have developed a team of qualified simulation trainers within their own clinical team. Spearheaded by Neonatal Consultant, Shanthi Shanmugalingam and Senior Neonatal Sister, Helen Doyle, simulation training on the L&D neonatal unit started as ad hoc scenario based teaching sessions in September 2011. They used a basic manikin and black and white print outs of monitoring screens to recreate clinical situations. Over the last two years the training faculty has expanded to include 11 members of the senior medical and nursing staff who deliver twice monthly point of care training sessions for the whole neonatal team at all levels of experience. The team now use a state of the art computer controlled simulation manikin to run complex clinical scenarios.



Since September 2011, the neonatal simulation team has delivered over 50 training sessions covering a broad variety of scenarios from managing complex clinical situations to key communication. They have trained nearly 200 medical and nursing staff from nursery nurses and recently qualified junior doctors to senior sisters and consultants. The feedback from the training has been overwhelmingly positive with staff feeling engaged and empowered. Staff report they have gained confidence in a whole range of skills including practical procedures, effective team working and clear, empathic communication. The ethos of the neonatal simulation team is to ensure that teams that work together train together and thereby achieve the highest quality patient care in every situation.

Much Ado to transform Outpatients

In 2012 the trust launched an Outpatient Transformation Board with Executive Director Leadership, General Managers and Trust Governors. A strategic plan, based on **Right Place, Right People, Right Process, and Right Capacity** was created to deliver improvements in both processes and the overall patient experience.

Some of the many improvements achieved are shared below:

1. Right Place: Improvements to the Physical Environment.

Investments continue to be made in improving the environment by providing new flooring, lighting, reception, furniture and air conditioning in the busiest areas. Car parking is another significant issue for the 300,000 patients attending each year. This is being tackled through two routes:

- Reducing the need for patients to attend for face to face appointments by introducing alternative communications such as telephone clinics.
- The redevelopment of the car park will create 144 new spaces for public use and increase the amount of staff parking.

2. Right people: Raising the profile of Outpatients & Patient Experience.

- Appointment of Outpatients Matron.



CARE – The Nursing and Administration team worked together to define their expectations of customer service they would like to deliver in Outpatients while fulfilling their different roles.

- National Vocational Qualification in Customer Service for clinic clerks.
- Development of **CARE** customer care commitment.
- Patient experience feedback in the Friends and Family Test and launch of an employee of the month scheme recognising the staff who demonstrate exceptional standards.

3. Right capacity: Improving scheduling & reducing wasted appointments.

- Expansion of services available to book via Choose & Book.
- Appointment Confirmation Service.

The appointment confirmation service has been rolled out across most of the Trust in 2013/14. This has reduced the Trust's *Did Not Attend* (DNA) rate and provides the Trust with the opportunity to re-use cancelled appointments to benefit other patients.

4. Right process & performance: Improving information, choice and access.

- Improving efficiency through small targeted changes within specific clinics to improve the experience for patients.

The Trust collaborated with several other hospitals to improve the patient experience in Outpatients. The L&D hospital project team focused on Clinical Haematology with Dr Rahul Joshi, Consultant Haematologist. The project delivered improvements by identifying delays, and through making many small changes, restructured the clinics to reduce waiting times and improved the patient experience which they fed back through the tests conducted each month.

In 2014/15 the Outpatient Transformation project is to continue as one of the Trust's major re-engineering programmes to continue to introduce new initiatives, improving efficiency and the patient experience

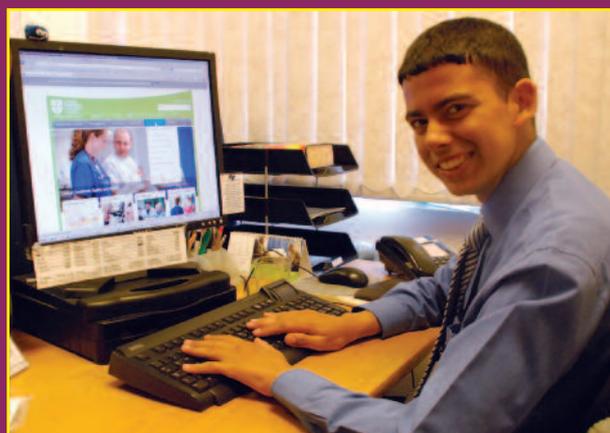
Award Winning Apprenticeship Scheme at L&D

Over the past year, six young adults have been engaged in work placements at the L&D through a scheme called Apprentice Steps. Apprentice Steps is a partnership between the L&D, Luton Borough Council's New Horizons Service and Luton Adult Learning. The project provides accredited learning and work placements for adults with learning disabilities and hopefully leads to paid work in the local area.

The pilot project was set up to improve the social and economic prospects for adults with learning difficulties. The partnership has been very successful, and has achieved local national recognition winning prizes at the recent Adult Learners' Week and NHS Eastern region award ceremonies.

Hazel Watson from L&D's Training Department said,

"Apprentice Steps has enabled people with a learning difficulty to gain credible work experience and a third of learners are now able to enrol in a mainstream apprenticeship. The learners are meticulous, detail conscious, have outstanding time keeping and reliability and many having fantastic IT skills. They have added real value to the Trust and I would strongly recommend Apprentice Steps to other potential partnership hosts."



Arjun Singh whose apprenticeship has been with L&D's Communications Department recently represented the apprentices at the National Disability Awards celebration event held at Edgbaston Cricket Club, Birmingham.

Breast Screening saves lives



It's an appointment no woman should miss

Early detection of breast cancer saves lives and over 60,000 women a year attend the Bedfordshire & Hertfordshire Breast Screening Service based in a purpose built unit at the L&D. The unit provides free screening to all women over the age of 50 as part of the National Breast Screening Programme which is recognised as saving 1400 lives every year. 80% of breast cancers occur in women over 50 which is why the breast screening programme targets women in this age group.

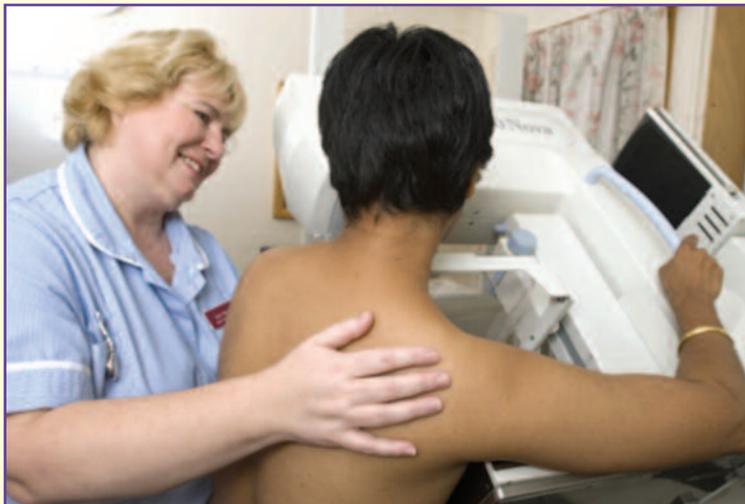
We are very keen to encourage as many women as possible to attend screening, either at our main centre at the hospital or in one of our mobile units at a variety of locations. The take up of appointments varies considerably and not all women attend for breast screening, for a variety of reasons. We can reassure women that this is an appointment which is well worth keeping

Why women should attend for breast screening

- for every 500 women screened, one life will be saved
- Screening is carried out by female staff in privacy
- One woman in nine will develop breast cancer at some time in their life
- Women over 70 are encouraged to continue 3 yearly screening
- We offer a caring environment to all women
- We use the latest digital imaging equipment in our mobile units
- You can change your appointment time if it doesn't suit
- Some women experience a moment's discomfort but agree that is a small price to pay

Who is invited for screening?

Women aged from 50 -70 are routinely invited every three years as part of the National Breast Screening Programme. Women over 70 can continue to be screened 3 yearly if they request it. In addition some women aged 47-50 and 70-73 are being invited as part of an age extension trial and all women in these age groups should be invited for screening by 2016.



Breast screening aims to find breast cancer at an early stage, often before there are symptoms. Early detection can often mean simpler and more successful treatment.

Please help more women to get screened

- If you are invited for screening, please don't miss the opportunity
- If a family member or friend receives an invitation for breast screening, encourage them to attend
- Remember, screening is carried out by female staff in a caring and modest way
- Over 70? Ring **01582 497599** to book your 3 yearly appointment – we will be happy to see you

Find out more

You can find out much more information on the Breast Screening Service website www.bhbss.nhs.uk or see the breast screening section on the hospital website www.ldh.nhs.uk

L&D's Gastroenterology Team are national champions!



A team from L&D's Gastroenterology Department led by Dr Matthew Johnson has scooped a prestigious national award: The British Society of Gastroenterology SAGE Award 2014 for the programme they developed to help patients with Inflammatory Bowel Disease (IBD).

The patients and their GPs have access to an online system offering support to help manage and monitor their disease more effectively which helps to avoid flare ups of severe illness. This in turn reduces the number of emergency hospital admissions for these patients – beneficial to both patients and to the hospital.

And not content with winning one award, Matthew and the team are also finalists for the British Medical Journal's Team of the Year 2014 and they have also made it to the finals for the EHealth Insider (EHI) national awards in October for the category **Best Use of IT to support Healthcare Business Efficiency**. What a team!



Photo shows IBD Project Nurse Karen Lithgow, Gastroenterology Consultant Dr Matt Johnson and Clinical Nurse Specialist Tracey Price proudly collect their 2014 SAGE award.

WHITBREAD & “GOOD TOGETHER”



Twelve Whitbread team members based at their Dunstable Headquarters joined us on 22 May on a One Day Volunteering Programme organised by their Senior Treasury Administrator Andrew Caitlin in conjunction with our own **Voluntary Services** and **Estates Departments**. Armed with paint brushes and goodwill, and in the middle of some of the most inclement weather this year, they spent a very soggy afternoon giving a much needed coat of paint to the inside of covered walkway at the rear of the Hospital which is used by patients, staff and visitors alike, whilst the thunder crashed overhead!

Andrew said “Staff at Whitbread are passionate about charitable causes and as well as supporting Great Ormond Street Children’s Hospital, we survey staff twice a year as to what other good causes close to home they would like to become involved with.” Andrew contacted the Voluntary Services department at the Trust, and thankfully, with the support of Estates, they were found something that would not be hampered by bad weather!

The team is pictured here with our very own Colin Grayer from Estates, and we are pleased to hear that the weather was not at all off-putting, they hope to return to paint the outside of the walkway at a later date!

Should other organisations wish to consider supporting the hospital on a One Day Volunteering programme, please contact Karen Bush, Voluntary Services Manager on 01582 497357 for further information.



VOLUNTEERING AT THE L&D

Volunteers really help our staff, and most importantly our patients in so many ways.

There are many different roles including helping as a mealtime assistant. Make a difference to your life and our patients. Join us as an L&D volunteer.

**Call us now on
01582 497357**

Email: voluntaryservices@ldh.nhs.uk

Fundraising News

Fundraising for the Dementia Care Project

Dementia is one of the biggest challenges for the 21st century with 1 in 4 hospital beds being occupied by a person with dementia. Caring for patients with dementia is a complex process as often they are in hospital with a different health need but their dementia will have a serious impact during their stay in hospital.

With this in mind we are launching the Dementia Care Project to support and encourage our patients with dementia and help them stay independent and active whilst in hospital. The project will comprise of timetabled activities on all of the Care of the Elderly wards. They will be set up and overseen by the Dementia Nurse Specialist and Occupational Therapists and the activity sessions will be led day to day by volunteer support workers.

Card making, sewing, puzzles, games, singing and watching old films and television series will all be included in the programme of activities. During the sessions there will be refreshments available and patients will be encouraged to get dressed out of their pyjamas or hospital gowns.

All money raised will help fund these stimulating activities so we can improve emotional and social well-being among our patients during their stay in hospital.

If you would like to make a donation to the Dementia Care Project please call the Fundraising Team on **01582 718 289**



NICU Reunion

Every year the hospital treats over 800 babies in our Neonatal Intensive Care Unit (NICU). In June we invited all those NICU babies from the past 3 years back for a reunion!

The reunion was held over 3 days in a fantastic indoor play area at the Futures Fun Factory in Luton. We had 450 people attend over those 3 days and great fun was had by all! Evan aged 3 said "I want to stay at the reunion forever and ever!"

The relaxed morning allowed parents to catch up with NICU staff ~ many of whom haven't seen the babies they cared for since they left the unit ~ whilst the children played and made new friends!

Many parents said they felt honoured to be invited and will forever hold NICU in a special place in their hearts.



Cardiac donation from Zipper's Bowling Association!



On behalf of the Zipper's Bowling Association, Terry Evans made a wonderful donation of £3,000 to the Cardiac Centre. Membership to the Zipper's Bowling

Association is open to anyone who has undergone invasive heart surgery which includes key-hole surgery, stent or valve replacement or pace-maker fitting. They play bowls both inside and outside as part of friendly fundraising competitions to help raise money for local cardiac hospitals, coronary care units and rehabilitation centres.

The money donated from the Zipper's will enable the Cardiac team at the L&D to purchase two heart monitors which will measure abnormalities in the heart rhythm and rate. These monitors can be taken home by patients so they can stay monitored in the comfort of their own home rather than having to stay in hospital over night.

For many years Terry had been a cardiac patient at the L&D and he has nothing but praise about the care he's received "I've been looked after by the cardiac team at the L&D since 1983 and they have always looked after me. Never let me down. Everyone there has always been lovely to me and have saved my life on various occasions. This is my way of saying thank you".

Legacy Lifesavers



Legacies don't have to be for large sums of money. Any donation is a gift that will allow us to provide a more comfortable environment for our patients and their families. You can leave whatever size gift you want and can ask for it to benefit a specific ward or department. A recent legacy of £8,500 allowed the Neonatal Intensive Care Unit to purchase 2 Vapothersms ~ helping poorly babies breathe better. The Prostate Cancer Unit benefitted from a legacy of £10,000 towards a new prostate cancer biopsy machine ~ helping to catch cancer earlier.

It's very easy to add a charitable gift to an existing Will; you just need to speak to your solicitor.



Legacies and wills are often considered 'taboo' subjects. We would be really grateful to know if you have left us a gift, no matter how much, so we can say thank you in advance and make sure we know what you want your legacy to support.

For more information about fundraising for the hospital please call the Fundraising Team on 01582 718 043 or email fundraising@ldh.nhs.uk

Dates for your diary

Friday 12 September ~ Charity Golf Day at Harpenden Common Golf Club for the NICU Appeal!

Friday 10 October ~ Barn Dance and hog roast at Luton Rugby Club for the Prostate Cancer Unit!

Sunday 26 October ~ Love Luton Half Marathon ~ sign up and get sponsorship for the NICU appeal!

Thursday 13 November ~ Quiz Night at the L&D Social Club for the Prostate Cancer Unit!

Monday 1 December ~ Christmas Tree lighting ceremony with festive songs and hot drinks!

Throughout December ~ give a gift this Christmas ~ buy an extra gift this year and donate it to a patient at the hospital