

ambassador

Public and Staff Membership Magazine

NHS70: Celebrating 70 years of the NHS...
see page 12 for more details



The National Health Service turned 70 on 5 July 2018. It was the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff - the everyday heroes - who are there to guide, support and care for us, day in, day out.

THEN



NOW



Inside this issue

- **L&D Board's pledge**
- **Diary Dates** – Next medical lecture 'Respiratory Care'
- **Hospital redevelopment update**
- **Governor spotlight**
- **Dementia Care and Support for Unpaid Carers**
- **What our patients told us!**
- **European General Data protection regulation (GDPR) at the L&D Hospital**

And more...

welcome to ambassador

'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 developments at the hospital and to let you know how you can get involved. We now have more than 16,000 members and we are keen for as many members as possible to play an active role in shaping how the hospital is managed and developed for the future.

Dear Member,



I have recently taken over as chair of the Membership & Communications Committee so, being the new girl, feel I should first introduce myself.

In the strict sense of the word, I am not 'new'! I became a Governor at the L&D way back in 2006 at the time the L&D first became a Foundation Trust. Foundation Trust status had only just been introduced, and to be elected on the Council of Governors was new too. We didn't know what we were letting ourselves in for – and the Board didn't know what to do with us either!

Over the years however, our roles have evolved so that it has now become such an enjoyable and rewarding experience. We have spent a lot of time visiting GP surgeries, community groups and organisations asking members of the general public to become members of the hospital too.

All of you reading this magazine today will already be members, but if you have any friends or relatives that you feel might be interested, do please urge them to join us – there is a form for completion on our website www.ldh.nhs.uk.

We try to keep you informed of all developments at the L&D and our ambassador magazine is an excellent way of doing this. We also organise at least two medical lectures a year on different subjects - these are proving very popular, and the next one in the autumn will be on respiratory conditions. Details on page 4. I do hope you can join us then. Of course, if there is a speciality that we haven't yet covered and you think might be of interest, please let us know and we will do our best to help. The presentation slides of our last lecture

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 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 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.

This publication is produced by the L&D Foundation Trust Membership Department



- 3 From the Chair
- 3 L&D Board's pledge
- 4 Diary Dates – Next medical lecture 'Respiratory Care'
- 5 New leadership at the L&D
- 5 Patient meeting: 'Top tips to help you manage your heart failure and/or Type 2 Diabetes'
- 6 Hospital redevelopment update
- 7 Governor spotlight
- 8 Governor opportunities in 2019
- 8 The importance of Bowel Cancer Screening
- 9 Brian Hough, a life connected to the L&D Hospital
- 9 James Thakoordin receives Honorary Doctorate
- 10 Life after critical care
- 10 Nutrition and Dietetic Service
- 11 The Life and Times of Jennie Jones
- 12 NHS 70th Anniversary celebrations
- 14 Medical Lecture – Dementia Care
- 16 Support for Unpaid Carers
- 16 New Parking Permit for Carers in Luton
- 17 Maternity open day event
- 17 What our patients told us!
- 18 Compliments
- 18 Pharmacy research study – focusing pharmacists' input to reduce risks and improve outcomes
- 19 Voluntary News
- 19 Fundraise for L&D's Cardiac Rehabilitation
- 20 Summer 2018 staff event
- 22 Fundraising news
- 23 L&D's Chief Medical Advisor awarded honorary membership of prestigious Professional Society
- 23 Free WiFi is available at the L&D Hospital
- 24 General Data protection regulation (GDPR) at the L&D Hospital

Chair's Message

Dear Members,



For those of you who are non-staff members of the hospital, you may not appreciate that twice yearly we hold a staff event in a tent known to us as the 'Tent Event' in the summer and in the Lecture Theatre (in the 'Grotto') at Christmas. Both are intended to be fun (especially at Christmas) but also have a serious side.

This summer, the Tent Event had a core theme which we addressed through a mini-interactive play – the theme was how to deal with and avoid difficult and challenging situations both with work colleagues and with patients and visitors. We have seen a rise in staff reporting more incidents of this nature. However, we can see no obvious reason for that rise but in the tent we addressed what the staff could try to do about such a situation before it escalated. The key message was how to deflate a situation through empathy, clarity and taking action to find a way of communicating with those involved. The Board has also endorsed signs across the hospital to support staff and all those who use our services.

We must also ask you, our membership, to understand how busy and how much effort our staff have been putting in, particularly over the terrible winter when nurses volunteered to staff 'contingency areas' outside their natural wards and when surgery ran six days a week to try and maintain the flow of elective work.

They have done an incredible job and we all owe them an immense gratitude; my words could only scratch the surface. I know that the vast majority of you who read this Message will want to join with me in applauding and congratulating our staff (we have seven times as many letters of congratulation as we do of complaint) for their continued support.

We have also continued to juggle the pressures to maintain the incredible record of quality and accountability for A&E, treatment within 18 weeks, cancer pathways and early diagnostics, for which this hospital is so justifiably proud. We are expecting a CQC unannounced inspection very soon and we will update you in the next Ambassador.

Through this message, I am also very proud to have been part of the NHS 70th Birthday celebrations at York Minster where I was accompanied by Helen Judkins, our Assistant Director of Nursing and Wendy Shearsmith who is a Clinical Nurse Specialist in Cancer Services. There were also events for staff across the hospital that you can read about on page 12 and 13. The L&D turns 80 on the 14th February 2019 and we hope you will look out for and join in any of our celebrations.

We thank you for your continued support.

Kind regards,

Simon Linnett

L&D Board's pledge



During May's Equality Diversity and Human Rights (EDHR) week, our Board of Directors made an important pledge against bullying.



Following the Social Partnership Forum's call for action to tackle bullying in the NHS, our CEO, Chair, Deputy CEO, Directors and Non-Executive Directors all signed a pledge to:

- Achieve the overarching leadership and cultural change to tackle bullying.
- Support staff to respectfully challenge problem behaviours.
- Publish their plans and progress so staff, patients and the public can hold them to account.

The Care Quality Commission, which also signed up to the pledge, will now include this on their future inspections, as part of their commitment to national and local improvement across the NHS.

During EDHR week over 250 members of staff at the L&D met with the Equality and Diversity Committee to choose a personal pledge from a list to show their commitment to improve conduct and to tackle bullying

The most popular pledge was to "treat others as I would wish to be treated".

ROLE IN THE ORGANISATION	NAME	SIGNED	DATE
CHAIR	Simon Linnett		02/05/2018
CHIEF EXECUTIVE	David Carter		02/05/2018
DEPUTY CHIEF EXECUTIVE	Cathy Jones		02/05/2018
Director of Finance	Andrew Harwood		02/05/2018
Chief Medical Advisor	Dr Danielle B. Friedman		02/05/2018
Director of Human Resources	Angela Dool		02/05/2018
Acting Director Nursing/Midwifery	Sharon Oak		02/05/2018
Non-Executive Vice Chair	Aileen Clark		02/05/2018
Non-Executive Director	Dennis Taylor		02/05/2018
Non-Executive Director	John Garner		02/05/2018
Non-Executive Director	Dr Vinod Thwait		02/05/2018
Non-Executive Director	David Hendry		02/05/2018
Non-Executive Director	Maria Vassiliou		02/05/2018



The next Medical Lecture is on Respiratory Care

Friday, 12 October 2018. All are invited – RSVP by 27 September 2018



The human respiratory system is a series of organs responsible for taking in oxygen and expelling carbon dioxide. The primary organs of the respiratory system are lungs, which carry out this exchange of gases as we breathe.

The Respiratory Department at L&D Hospital offers a full inpatient and outpatient medical service, delivered by a Multi-Disciplinary Team (MDT) which treats adults with conditions affecting the respiratory tract, including asthma, chronic obstructive pulmonary disease (COPD), lung cancer, respiratory infections and bronchiectasis, tuberculosis (TB), interstitial lung disease and sarcoidosis, pleural disease and sleep disorder. Diagnostic facilities are also provided for the majority of respiratory conditions.

The lecture will be presented by the Respiratory team, taking place from 5.30pm to 7.30pm on 12 October 2018, at Luton Sixth Form College – Bradgers Hill Road, Luton, LU2 7EW. There will be time for questions following the presentation and the opportunity for informal discussions with our Governors, from 5.30pm. As spaces are limited, if you would like to attend please contact us at FTMembership@ldh.nhs.uk, or by calling us on **01582 718333**.



Council of Governors' Meeting

Why not come along to a meeting of your hospital's Council of Governors which are held in public? They're all held at 6.30pm, in the John Pickles L&D COMET Lecture Hall. All meetings are held on Wednesdays. The dates are:

- 22 August
- 28 November

Board Meetings*

Board members would be delighted to welcome members of the public and staff, 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. These meetings are held in the L&D, John Pickles COMET Lecture Hall located on the ground floor from 10am to 1pm. The next meeting is on the 7 November.

**Board Meetings are held in public but are not public meetings.*

Annual Members' Meeting on Wednesday, 5 September 2018

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 will be held in the L&D Hospital Social Club, Calnwood Road, Luton LU4 0DZ at 5.30pm for a 6.00pm start.

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 – their email addresses are listed page 7. Alternatively you can write to the Membership Department as above.

Join the Stoma Care Team for a Stoma Care Event

'How can you help shape the Stoma Care Service'

Luton Sixth Form College, Bradgers Hill Road, Luton, LU2 7EW
Wednesday 19 September 2018, 5pm – 7pm

No booking required just walk in!

Contact: ldh-tr.stomateam@nhs.net
Free parking and light refreshments provided

New leadership at the L&D



Chief Nurse

Following her appointment to the Board as L&D Chief Nurse on June 20, Liz Lees has now taken up a joint role working across Bedford Hospital and the L&D while both Trusts continue to make preparations for the merger.

Liz has vast experience in both operational and clinical roles and was involved in the reconfiguration of the Lister and the QEII emergency

pathways. Her insights of the challenges of bringing together clinical teams, taking the best of both and achieving the right balance, means that Liz is well placed to help shape the future here at the L&D as a larger, single Trust. We spoke with Liz to find out a bit more about her:

How did you get into nursing and what was your first job in the NHS?

I decided during my A levels that nursing was the career I wanted to follow. I trained at Guys Hospital in London and then got a job as a staff nurse on a surgical ward at Lewisham Hospital. Very early on I knew that however hard it was, I absolutely loved it.

Have you always been a nurse?

Yes! Mainly in surgical wards, first in Lewisham, then Hemel Hempstead and then Lister where I became junior then senior sister. I also had a stint in radiology in Southampton but decided I wanted to try something different. When the NHS cancer money came through in 2000 I became a colorectal specialist nurse and then a lead nurse for cancer and palliative care working across the Mount Vernon cancer network.

Your achievements were recognised with an MBE in 2016 – can you tell us about that?

During my time at the Lister I was fortunate to lead two pieces of work – a Bereavement Survey for end of life care which listened to the carers' voices to help people better navigate services; and the establishment of a new chemotherapy unit, helping cancer sufferers to access services as close to home as possible. It was a real honour for this work to be recognised

with an MBE and only possible because of a great team and the people working with me.

You come into this joint role having spent a couple of months getting to know both Trusts as Interim Director of Nursing at Bedford Hospital. What has been your impression so far?

As I have been out and about meeting the clinical teams, getting to know the sites and learning about current ways of working, I have been most struck by the overwhelming friendliness, dedication, passion and pride of the staff – it's really special and will stand us in good stead as we move forward together.

What do you find most rewarding about your work?

For me, the most rewarding thing is developing others, recognising good practice and supporting staff when things don't go so well - especially in challenging circumstances. I'm committed to ensuring we provide high quality care and feel privileged to be a nurse, able to influence care through others.

So what attracted you to this role?

I'm really excited about being part of the leadership team looking at new ways of working in Bedfordshire to create sustainable hospital services for the future. I'm particularly interested in organisational change. As General Manager for emergency medicine when the QEII and Lister were reconfigured, I know how that uncertainty feels for staff of all levels. That's something I will be really mindful of as we go through this process.

A final thought?

I just wanted to say thank you to everyone for the warm welcome so far. I'm really looking forward to getting to know the L&D teams and working together on how we collaborate and deliver the best care we can for our patients.



Patient meeting: 'Top tips to help you manage your heart failure and/or Type 2 Diabetes'



Pictured are many of our members and patients who attended another of our Medical Lectures back in April – this time at the beautiful surroundings of Putteridgebury Conference Centre.

We chose Heart Failure and Type 2 Diabetes for the lecture and our speakers were Jane Gilmore and Alison Wright – both of whom are Heart Failure Nurse Specialists at the L&D, and Rose Butler L&D's Diabetes Specialist Dietitian. We were also very fortunate to have Dr Soo (for Diabetes) and Dr Kumar Ganesan (for Heart Failure) who were on hand to answer questions from our audience following the presentations.

We themed the evening 'Top tips to help you manage your condition' since our aim was to help and support some of our newly diagnosed patients.

We are delighted that our medical lectures are so popular, so if any of our members have a particular speciality that they would like us to cover, please do contact us.



Hospital redevelopment update

New Outpatient Clinic at Arndale House, The Mall, Luton

In May 2018 the L&D Hospital opened a new outpatient clinic facility at Arndale House in the centre of Luton. The new clinic offers modern and spacious facilities for our patients. Sexual Health services, Dermatology services and GP Phlebotomy and follow up Anticoagulation Phlebotomy services have all moved from the main hospital site to this new facility.* Around 80 hospital staff have moved to the new clinic, including consultants, nurses, health support workers, admin and clerical teams and other support staff.

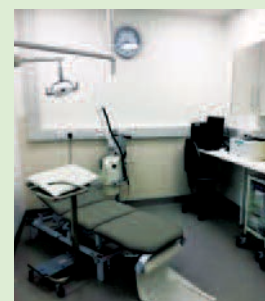
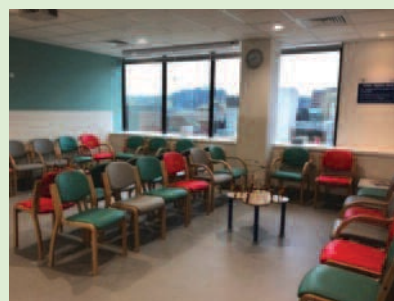


Phlebotomy patients can now book appointments in advance and choose to have their blood taken during one hour time-slots of their choosing, or walk in and wait if they prefer. To book an appointment, patients are encouraged to call the clinic on 01582 718968 between 10:00 and 12:00 and 13:00 to 16:00 Monday to Friday to reserve a time.

Only the adult GP phlebotomy service has moved, and the hospital will continue to provide the phlebotomy service on site for **inpatients** and **outpatients**, **staff members**, **transport patients**, **people with disabilities** or **low mobility** and **children under 13 years of age**.

Both patient and staff feedback has been excellent, with immediate improvements in patient access, reduced waiting times to secure a clinic appointment and reduced waiting times when attending clinic. Patients and staff have appreciated the new facilities, easier car parking and public transport routes that Arndale House provides. Patient feedback will continue to be monitored to ensure all three services remain responsive and progressive to the needs of patients.

The movement of clinics from the hospital site has had the added benefit of relieving some congestion in and around the hospital site and is allowing the expansion of respiratory, gastroenterology and rheumatology clinics, and the separation of obstetric and

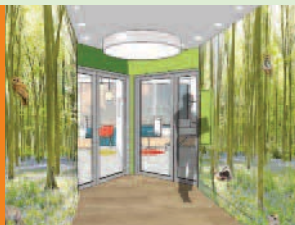


gynaecology clinics. This in turn will support improved access and patient experience.

The new clinics at Arndale House can be found on the first floor which can be accessed from the shopping Mall. The entrance to Arndale House can be found off of Central Square in front of the Customer information desk and adjacent to The Fragrance Shop and Chopstix Café. Once in the lobby of Arndale House, access to the first floor is via lift and on arrival at the first floor you will be directed to the relevant reception desk to check in.

The full address of the community hub is: 1st Floor, Arndale House, The Mall, Luton, LU1 2LJ

*Please note that there are some exceptions and some phlebotomy patients will continue to be seen on the main hospital site including outpatients (patients who have a Blood Test Request Form given to them by a hospital doctor or nurse), children under 13, and patients requiring transport or with limited mobility. For further information please visit to the L&D website at www.ldh.nhs.uk



New paediatric oncology bedrooms

Following a successful appeal run over the last year, the Trust has received generous funding from donors to the Hospital Charity and have fundraised to enable the refurbishment of two paediatric oncology bedrooms. Work is currently underway and these rooms will be opened in September. Children using the service have fed into the design and the pictures show the interior design for the bedrooms.



New Pre-Assessment Department to provide pre-operative care to patients

Construction work to develop a new pre-assessment clinic on the ground floor of the hospital is underway and will be open to patients in September.

New decontamination unit being built at the hospital

A new decontamination unit is currently being built on the hospital site. This facility will provide an efficient and flexible service of medical device decontamination and sterilisation to support clinical service provision.

If you would like to feedback about any of these developments please contact the redevelopment team at redevelopment@ldh.nhs.uk



Governor spotlight

We welcome our new appointed governors



Bill Rammel
University of Bedfordshire



Nicky Paulain
Luton Clinical Commissioning Group



Cllr Waheed Akbar
Luton Borough Council

Your Governors are involved:

The Governors, who represent the interests of Foundation Trust members and partner organisations in the local community, hold the Non-Executive Directors to account for the performance of the Trust and exercise of their statutory duties. Governors attend the working groups and committees of the L&D which are listed below. Each of these groups is also supported by one of the Non Executive Directors.

- Remuneration and Nomination Committee
- Membership and Communication Committee
- Constitutional Working Group
- Merger Working Group
- Car Parking Working Group
- Equality, Diversity and Human Rights Committee
- Patient Led Assessment of the Care Environment (PLACE)
- Outpatient Governors Assurance Board Update
- Hospital Re-Development Programme Board – Building the New L&D
- Patient and Public Participation Group (PPPG)
- Carbon Management Programme Board
- Re-Engineering Group
- Outsourcing Project Board
- Clinical Audit and Effectiveness Committee
- (CAEC) and National Institute of Health and Clinical Excellence (NICE) Implementation Group
- Schwartz Rounds
- Safeguarding Adults
- Nutritional Steering Group

New email IDs for L&D Governors

Public Governors have a general duty to represent the interests of the members of the public who elect 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 at the 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
Donald	Atkinson	governors@ldh.nhs.uk
Malcolm	Rainbow	governors@ldh.nhs.uk
Helen	Lucas	governors@ldh.nhs.uk

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

First name	Surname	e-mail address
Pam	Brown	Pam.Brown@ldh.nhs.uk
Sean	Driscoll	governors@ldh.nhs.uk
Susan	Doherty	susan.doherty@nhs.net
Jack	Wright	governors@ldh.nhs.uk
Judi	Kingham	judikingham@virginmedia.com
Anthony	Scroton	governors@ldh.nhs.uk
Mohamad	Yasin	governors@ldh.nhs.uk
Derek	Smith	dereksmith47@virginmedia.com
Keith	Barter	governors@ldh.nhs.uk
Henri	Laverdure	governors@ldh.nhs.uk

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

First name	Surname	e-mail address
Linda	Grant	governors@ldh.nhs.uk
Dorothy	Ferguson	dorothy@harryfine.com
Jennifer	Gallucci	governors@ldh.nhs.uk
Sue	Steffens	governors@ldh.nhs.uk
Jim	Thakoordin	governors@ldh.nhs.uk
Roger	Turner	rogerturner10@virginmedia.com

Vote in July 2019

YOUR VOTE IS IMPORTANT!

Why is the L&D Hospital having elections each year?
The L&D holds Governor elections each year to fill any vacant seats to its Council of Governors or for those Governors whose term of office is ending.

The elected Governors represent members
in our public and staff constituencies.
Governors are your voice.
They are accountable to you!



Your vote is important!

So please vote for your governor representative.

The voting packs/ballot packs will be sent to
members each year in **July**

Please cast your vote each year for your next governor
representative. Governors are your voice!

Contact L&D Membership Department on 01582 718333
if you wish to know your eligibility to vote.

Governor opportunities in 2019

Have you ever considered becoming a Public Governor or a Staff Governor of the L&D?



Elections for 2019 will begin in April 2019. Notices will be displayed on L&D website and sent out to our public and staff members around that time. There are 9 seats to be contested. Elections are to be held for the following positions:

7 Public Governors vacancies in the following constituencies:

- Public: Luton (6 vacancies)
- Public: Bedfordshire (1 vacancy)

2 Staff Governors vacancies in the following constituencies:

- Staff: Nursing & Midwifery (1 vacancy)
- Staff: Admin, Clerical & Management (1 vacancy)



We hold two Governor Awareness briefing sessions each year at the L&D giving you the opportunity to find out more about the Governor roles and provide you with information on how to apply to be a Governor. The duration of each session is only one and a half hours and it will be held at the L&D Hospital.

Kindly let us know if you are interested in attending the session by contacting us now on 01582 718333 or emailing us at **FTMembership@ldh.nhs.uk**. If you cannot attend, do not worry, they are not mandatory.

The importance of Bowel Cancer Screening



From the age of 60 everyone is offered a bowel cancer screening test every two years under the NHS bowel cancer screening programme.

Derek Brian Smith was aged 62 when he used the screening kit for the first time. He first received a letter, which introduced him to the programme, and the week after he received the kit in the post.

Derek didn't show any of bowel cancer's symptoms, however, he followed the instructions closely and returned the test.

When his sample tested positive, he was sent a second kit to repeat the process. His second test was positive too, so Derek was offered an appointment to see a bowel cancer screening specialist at the L&D hospital.

Derek took up the offer and met with the specialist who took him through the possible next steps and his choices. Derek agreed to go ahead with a colonoscopy, and the specialist immediately booked him in.

13 days later, colonoscopy done. Derek was waiting for his results with the bowel cancer specialist nurse. It was good news, the colonoscopy found a minor malfunction in lower bowel and a polyp (a non-cancerous growth). Derek had the polyp removed to lower the risk of developing bowel cancer, and was given the all clear. He continues to be tested every two years.



Photo: L&D Governor
Derrick Brain Smith

Talking about his experience, he said: "It was an anxious time for me. I'd had two positive tests and I wasn't sure what they were going to find during the colonoscopy.

"I kept thinking to myself, if I have got bowel cancer, I have found it early and I can get it treated. I knew that an earlier diagnosis gives more chance of survival and treatments are more successful.

"I don't understand why people would bin the home sampling kit they are sent. The test can find other problems too, such as polyps, which might develop into cancer in the future.

"I think there is a big stigma about being tested for bowel cancer and that makes people slow in coming forward to take the tests due to what the test entails.

"I have been a Governor at the L&D Hospital for six years and I have joined their volunteer services to talk to cancer patients (both adults and children) and offer my support. Some of those patients have been diagnosed at stage 4 because they didn't get tested early enough, which is heart-breaking to see. I would encourage everyone to be tested, it could save your life."

Brian Hough, a life connected to the Luton and Dunstable Hospital

(and perhaps its first patient)



I was born in 1933 in Bolton, Lancashire.

In 1934 my father saw an advertisement in a local paper about a job in a hat factory in Bedfordshire, so he travelled down to Luton and found lodgings in a house in Leagrave.

The evening he arrived, he went out to the local pub and got talking to another customer. He mentioned that he had an interview the next afternoon for a job in a hat factory, and the person he was talking to laughed and said: 'no one wants to work in a hat factory, the Vauxhall car factory pays much more.' My dad said that Vauxhall were not advertising any job, but the chap said not to bother about that and to go straight to the Vauxhall employment office in Kimpton Road.

The next morning, my dad went to the Vauxhall factory and was interviewed on the spot. He was offered a job in the stores on condition that he started on the following Monday. He agreed and cancelled his appointment at the hat factory.

When he went back to his lodging, my dad told the landlord about the job, and he said he could let him live in one of his houses in Leagrave if he wanted. My dad agreed and rented a house from him. Don't ask me how he contacted my mother. No one had a phone in those days, however, he told her he was starting work on Monday morning and that he would come back to Bolton for the Christmas holidays.

As he promised, he went back to Bolton for the holidays, and on Boxing day 1934 him and my mother brought me down to our new home in Leagrave.

Not long after we moved, when I was two, I got tonsillitis. We hadn't joined a doctors practice at that time, so my father carried me in his arms to Dunstable Road where a new hospital was being built. They took me in and attended to me anyway, and two days later transferred me to the new children's hospital which had just opened in London Road, close to what is now Farley Hill.

It wasn't until 1939 that Queen Mary officially opened the Luton and Dunstable Hospital, so it is likely that I was one of the first patients it ever had.

Back then in 1936, the hospital was not as big as it is today. It consisted of one building with its main entrance in Dunstable Road. Lewsey Road only went to where Lime Avenue is because the farm gates led into Lewsey Farm.

As a teenager, I joined the Royal Navy and lost touch with Luton. At 25 I left the Navy and started a job at the Luton Fire Service and was later promoted to inspector for Fire Safety and Health & Safety at Work. The Luton & Dunstable Hospital became part of my responsibility, and I regularly inspected the premises and gave lectures to staff.

When my wife and I moved to our present home, our next door neighbour was Margaret Currie who was in charge of Nursing Training at the hospital. She also wrote the book "Hospitals in Luton: An illustrated History".

We started as neighbours and then we became workmates, because I was put in charge of the Fire, Health & Safety training for the nurses and each time there was a training course, Margaret and I would work together.

My children were both born in the 1960s, at home, as in those days children were born at home if the home had a bathroom; however, we have used the Luton and Dunstable Hospital several times over the years.

Our granddaughter contracted leukaemia when she was a year old and she was admitted into the Rabbit Ward. The staff were wonderful with her.

When my wife was diagnosed with lung cancer, she was cared for by Dr James Ramsey and several years ago, when I suffered a transient ischaemic attack, was cared for there.

My family and I have nothing but good to say about this wonderful hospital.

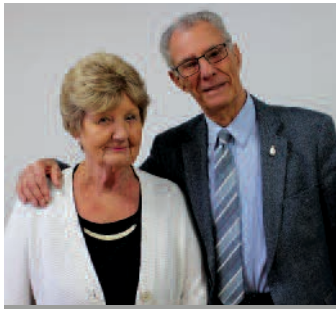


Photo of Brian Hough (AGE 85) with his lovely wife Rosie Hough

L&D Governor James Thakoordin receives Honorary Doctorate



Photo Jim and his wife Doreen, daughter Jane and granddaughter Aoife

Mr James Thakoordin has been awarded a Honorary Doctorate of Political Science by the University of Bedfordshire. The ceremony took place on 24 July, when Mr Thakoordin received his title from John Bercow MP and Speaker of the House of Commons who is also the Chancellor of the University.

James (better known as Jim) Thakoordin has been involved in local, regional and national politics, trade unions and community organisations since the 1960s. He is well known and respected for his work on equality and diversity; challenging and working with institutions and bodies to promote fairness, justice and equal access to opportunities and resources. He has transformed many lives by fighting injustice, exploitation and disadvantage.

Jim arrived to the UK from Guyana aged 17 with no qualifications. He spent his childhood working on a sugar plantation with no access to primary education. After arriving in the UK, and whilst working full-time, Jim enrolled on a Trade Union course at the Luton College of Higher Education, which later became part of the University of Bedfordshire. From here Jim won a scholarship to Ruskin College, Oxford, and went on to attend four universities – Warwick, Essex, Hertfordshire and London - gaining many qualifications.

Jim became an educator. He has worked as a College Lecturer, a TUC Education Officer, and a TUC tutor, trainer and mentor on Community Development, Community Empowerment and Equal Opportunities. Jim's passion for fairness and justice has seen him take on many senior roles during his career such as; Race Equality Director in both public and private sector organisations and Head of Equality and Diversity at the Government Management Board for England and Wales.

Jim has always been committed to adult learning and empowering people with no qualifications or skills to engage in education.

Commenting on Jim's award, the University said: "It is a special privilege for us, as a University, to be recognising the achievements of a man who was so instrumental in making the University of Bedfordshire what it is today. Jim was on the governing body at the University when it was the Luton College of Higher Education and played a crucial part in the successful campaign to transform the College into a University, including proposing the name for the University which was then The University of Luton."

LIFE AFTER CRITICAL CARE



The critical care service of the L&D hospital has continued to improve its service again by establishing a Critical Care Follow-Up Service CCFUS in January this year. The work of the clinic is based on the latest NICE guidelines on rehabilitation after critical illness in adults.

All patients admitted to the Intensive Therapy Unit (ITU) and High Dependency Unit (HDU) are now screened for follow-up service at the 1st stage of CCFUS. The 1st and 2nd stages are completed by the critical care nurses and further screening is done 7-8 weeks after discharge from critical care as a telephone interview. The interview is used to identify if there are any ongoing physical and non-physical symptoms. Those presenting symptoms are invited to attend a one-to-one meeting (3rd stage) with a consultant intensivist, during which further support can be planned if needed.

After these interviews, patients are offered a visit to the ITU/ HDU, escorted by our staff. Those who go on these visits say they have found it beneficial, as it gave them an opportunity to appreciate the care they received during their stay in critical care and at the same time allow them to fill the gaps in memory while they were critically ill.

All patients and their relatives can self-refer to the clinic if they think there are ongoing issues. An information leaflet with contact details is provided on admission to the ITU/ HDU and at stage one of the follow up. Clinicians and health care practitioners can also refer patients to CCFUS if they have any concerns, by directly emailing to CCFUS@ldh.nhs.uk.

It is well proven that undiagnosed physical and non-physical symptoms following critical illness can be a huge obstacle for a patient to return to a normal life, and they can set out a cycle in which the situation can worsen.



Photo left to right: Sharon Sundersingh, Almira Lake, Janet Valiente, Bula McPherson, Tracey Moffatt, Belinda Chik, Dr Loku Warnapura, Rensita Agno and Elmarie Mancella.

"Sisyphus", according to the Greek mythology, was a king who was forced by the gods to endlessly push a boulder up a hill only for it to roll back down when near the top. Hence, the name "CCFUS" is well suited for the clinic, as our aim is to promote patients' recovery by breaking any cycle of worsening symptoms as they appear, to enable them get back to their normal daily life.

Nutrition and Dietetic Service



Let's do "MUST" better – Malnutrition Screening at L&D

Malnutrition is common and is a major clinical and public health problem in the UK. Malnutrition can affect anyone, anywhere in the world, even in Bedfordshire. The annual cost of malnutrition is estimated at £ 9.6 billion annually, in England alone.

Malnourished patients generally have worse health outcomes, for example, they experience poor wound healing, more frequent hospital admissions and longer stays. This, in turn, affects the availability of hospital beds and puts pressure on the health system as a whole.

We carried out a malnutrition screening audit using MUST (the Malnutrition Universal Screening Tool) in April 2018, which showed we can do better at screening patients within 24 hours of admission and in establishing a nutritional care plan.

The Nutrition and Dietetic team have been raising awareness of the risks of malnutrition and improve our screening of patients for malnutrition here at the hospital, with a stand outside the Chiltern restaurant and in the surgical block. Staff were invited to drop by to learn more and share their ideas throughout June 2018.



There was lots of interest from medical staff, nurses, students and other health care professionals. Overall, there were over 100 staff stopping to learn more and pick up resources. More sessions are being planned later in the year.

For those not in the know, the Malnutrition Universal Screening Tool ("MUST") is a screening tool which

consists of 5 steps. It includes the use of BMI calculation, consideration of unplanned weight loss and the effect of acute disease, as well as guidelines that can be used to help establish a care plan for each individual depending on their level of risk.

The tool allows health care professionals to identify and manage nutritional issues including malnutrition and obesity.

Our next audit is in August and we hope MUST compliance will improve with all staff working together towards better results.

The Life and Times of Jennie Jones

Occupational Health and Wellbeing Services Manager

It was way back in 1981 that I first trained as a Registered General Nurse at Bedford Hospital, and after sitting my final exams, I promptly flew off to Majorca for what I felt was a well-earned rest.



Unfortunately for me, a few days in to my holiday I went on a coach trip taking us to a water park. There were many coaches there and we were all encouraged to take part in a race to see which coach load could get to the bottom first. Please recognise that this was back in the day when health and safety rules were somewhat lax.

Anyway the end result was that I ended up with a compression fracture of a couple of vertebrae. No available ambulance meant that I was folded up in the back of a taxi and was taken to a local hospital. This was where I was to spend the rest of my holiday. My parents were of course most concerned and flew out to be with me. But on the day they were due to arrive, I was being flown back to Luton Airport. I think this is how I first learned that you should always make the best of a bad situation. I was being flown home to continue my recovery, and my parents decided to make the most of their trip and stay on for a holiday!

I share this with you, because it's very important to how my career in Occupational Health was to evolve... by accident... in more ways than one!

I did qualify as an RGN, but fresh from an injury I was not offered a role at Bedford, so I left and joined a nursing agency.

Remember that this was back in the day before all the wonderful equipment we have now that enables us to manoeuvre patients with much less risk to ourselves, and of course the patients, was not available. So most of the jobs I did, did not involve 'manual handling'.

My best paid job at the time was going to a nursing home to clean a gentleman's glass eye. He had been there for a number of years and apparently no one had noticed that he had a glass eye, until a rather bad smell occurred!... I do hope this would not happen now.

In early 1986 I received a call from the agency asking if I was interested in doing a week of Occupational Health at the Luton and Dunstable Hospital. I had absolutely no idea what Occupational Health was, but thought 'why not?' and gave it a bash.

The department was managed by a lady called Mrs Vickery, who, I later learned, first set up the service in 1974, and it was amongst the earliest to be set up within the NHS.

Mrs Vickery did have a first name, it was Betty, but to this day I still refer to her as Mrs Vickery. Much to the continued dismay of her husband Mr Vickery, whose first name is Robin (but the same rule applies).

Mrs Vickery sadly died a couple of years back but I will always be grateful to her, for seeing something in me, that led to me being asked to stay on, and eventually become a fully fledged member of the Occy Health Team.

Back in 1986, we did a few vaccines... nothing like we do now, and certainly not the amount of flu vaccines that we now administer. For the flu season 2017/18, between October and end of February, we administered 2,649 flu vaccines. Back in the early days, I can recall dishing out polio vaccine on sugar lumps. Performing

something called a heaf test, which involved having an oil lamp/bunsen burner to help sterilize the equipment, prior to stamping an individual's forearm with six little needles that had tuberculin ppd on. Many people of a certain age will remember having this done at school... or maybe even here. It was a test to see if you had immunity to TB. If you ended up with a little raised circle, then it was happy days, because you didn't have to have a BCG. However, if that circle was rather too angry and raised, then off for a chest x-ray you went!

Back in 1986 there were very few sickness absence referrals, not because sickness absence wasn't a thing, it just was not well managed. Most of the time was taken up with pre-employment screening. Everyone was seen ace-to-face for an appointment, and I can recall a time where all student nurses had to have a chest x-ray and a full medical examination.

The office environment consisted of manual typewriters, although I think that Mrs Vickery's PA was lucky enough to have an electric one. These were the days of carbon paper and tippex (other white correction fluid was available), as I write this I am beginning to feel incredibly old.

I cannot recall precisely when computers were introduced, only that it revolutionised the way we worked and communicated. Those who know me well are aware that I frequently love to send out Health and Wellbeing messages to everyone in the hospital on an email!

We get involved in so many things now, and the health and wellbeing of staff is always at the heart of everything we do. It's a privilege to listen and to try and help and guide staff, during the best and the worst times in their lives.

The Occupational Health and Well Being Service has a number of general aims:

- To help protect staff from physical and psychological hazards arising from their work environment.
- Assess successful job applicants for their new role and recommend adjustments to support them where applicable.
- To help safeguard patients and others from healthcare workers that might be an infection risk or where their underlying health condition might compromise patient safety.
- To promote healthy lifestyles to all employees and support any that wish to change and to persuade those that might be reluctant.
- To support the Trust in its desire to reduce sickness absence etc by enhancing the health of its employees.

Things have changed so much during the 32 years that I have been in the Occupational Health Unit, and I am immensely proud of what the department has become, and what we do. I have an amazing team working beside me, many of whom have been here for almost as long as me. I am known to have 'attachment' issues, and they know that they can only ever leave me for very good, and I mean very good, reasons!

All I could ever hope for is that Mrs Vickery would be proud of the department today, and all that we do to assist staff in their health and wellbeing challenges.

The L&D was proud to celebrate NHS 70th anniversary

The L&D was in full swing on the 5 July in celebration of the NHS 70th anniversary with lots going on around the hospital. We had entertainment from the L&D choir, Ferrars Junior school choir and one of our fabulous volunteers played the piano in the main entrance. There was a cake competition which the visiting local Mayors judged, charity cake sales, face painting and we had two Disney princesses who spent time on the wards meeting patients. There was also an NHS 70th exhibition in the main hospital and a history stand in St Mary's. Staff who have been at the L&D for over 30 years were also invited to have their photo taken together.

Staff were delighted to have a small food fair open for lunch with fruit, pizza and a Caribbean food stand. There was a carnival atmosphere and the celebrations reinforced the strong NHS ethos that the L&D team work towards.

We were lucky enough to host Sky News and BBC on the day too and our celebrations made the local news as well as the national news.

Ferrars Junior school choir



L&D choir



Fabulous volunteer played the piano in the main entrance



Cake competition which the local Mayors came into judge



Charity stalls



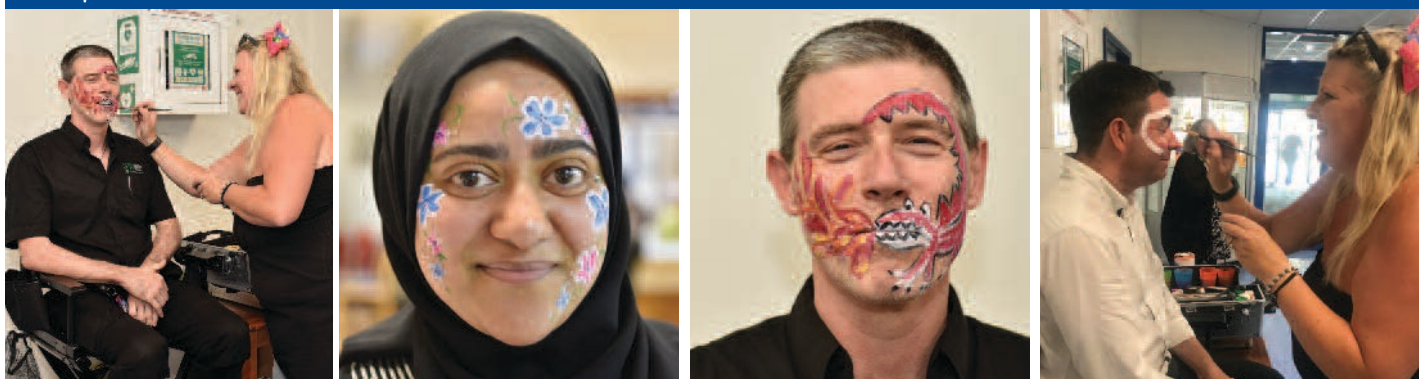
2 Disney princesses who spent time up on the wards speaking to patients.

Celebrate and support the NHS on 5th July 2018

This was a very special day for all NHS staff and everyone at the L&D was asked to take a moment and think about the amazing job they all do each day to care for patients.

The L&D is nearing a very special occasion too... on 14 February 2019, the L&D celebrates its 80th birthday. We intend to hold another day of festivities to mark this incredible milestone. For more information visit our website www.ldh.nhs.uk nearer the time.

Face paint



Staff who have been at the L+D for over 30 years



Small food fair open for lunch with fruit, pizza and a Caribbean food stand



NHS 70th exhibition in the main hospital and a history stand in St Marys



Sky News and BBC on the day too and our celebrations made the local news as well as the national news

Medical Lecture

Dementia Care

More than 50 members and patients were able to learn about various aspects of our dementia care service during our lecture in April 2018.

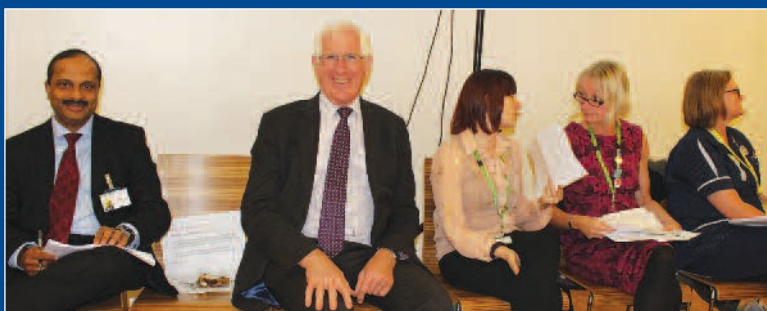
The presentations were delivered by:

Dr Sen Kallumpuram, Consultant Psychiatrist & Associate Clinical Director at East London NHS Foundation Trust, on What is and isn't dementia

Dr Schoeman, Associate Specialist at East London NHS Foundation Trust and **Jeannette Fuller**, clinical psychologist at East London NHS Foundation Trust on Memory Assessment

Clare Warren, Dementia Nurse Specialist and Non Medical Prescriber at East London NHS Foundation Trust on Carer support & effect of dementia on the families.

Yvonne Weldon, Dementia Specialist nurse at L&D Hospital How we support the Carers and patients with dementia.



Finally, we would like to thank our patient and his wife, who shared their experience. There were information stands from Alzheimer's Society Bedfordshire & Luton, Age Concern Luton, Carers Lounge at L&D, The Confident Carer Service Luton, and Harpenden Helping Hands.



Their presentation slides can be viewed on our website www.ldh.nhs.uk in the Members area (<http://www.ldh.nhs.uk/mostpopular/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 4 for details of our next medical lecture and other meetings.

About Dementia

If you're becoming increasingly forgetful, particularly if you're over the age of 65, it may be a good idea to talk to your GP about the early signs of dementia.

As you get older, you may find that memory loss becomes a problem. It's normal for your memory to be affected by stress, tiredness, or certain illnesses and medications.

This can be annoying if it happens occasionally, but if it's affecting your daily life or is worrying you or someone you know, you should seek help from your GP.

But dementia isn't just about memory loss. It can also affect the way you speak, think, feel and behave. It's also important to remember that dementia is not a natural part of ageing.

What is dementia?

Dementia is a syndrome a group of related symptoms associated with an ongoing decline of brain functioning. This may include problems with: memory loss, thinking speed, mental sharpness and quickness, language, understanding, judgement, mood, movement, difficulties carrying out daily activities etc.

There are many different causes of dementia. People often get confused about the difference between Alzheimer's disease and dementia. Alzheimer's disease is a type of dementia and, together with vascular dementia, makes up the vast majority of cases. Because people with dementia may lose the ability to remember events or fully understand their environment or situations, it can seem as if they're not telling the truth, or are wilfully ignoring problems.

As dementia affects a person's mental abilities, they may find planning and organising difficult. Maintaining their independence may also become a problem. A person with dementia will therefore usually need help from relatives and friends, including help with decision making.

How do I know if it's Dementia?

Getting some people to go to the doctor can be a challenge, especially if there is a suggestion they may have problems with their mental health. It is often easier to suggest a visit to the doctor for some other reason e.g. a flu jab or

blood pressure check where the symptoms described above can be discussed. It's a good idea to accompany someone who is experiencing difficulties or to ask for a longer appointment when booking. It's not easy to suddenly get it all out in a brief consultation – especially if there is no one there to help.

There is no one test for dementia. It's a process of elimination. Your first stop should be the GP who can diagnose or rule out physical illness. Tests for conditions such as thyroid disease, urine infections and reactions to other medication are common here. The GP will also check for signs of alcohol or drug misuse. In some cases the GP will also refer for or carry out blood tests and scans. Sometimes the GP will be able to make a diagnosis without extra scans. The GP will then help you access support through staff at the surgery. This may include a referral to Social Services for assessment and information and advice from a support worker at the Alzheimer's Society.

Following tests ordered by the GP some people will be referred to the Memory Clinic. Referrals to the Memory Clinic can take a couple of weeks and they may carry out additional investigations such as more blood tests and scans before a diagnosis is made. It can take up to 10 weeks before the doctors are in a position to confirm a diagnosis and begin future care planning, though you may be receiving help with urgent needs long before that. You will receive support from the Memory Clinic for up to 6 weeks after diagnosis before being returned to the care of your GP.

What to expect at the Memory Clinic

If referred to the Clinic your loved one may be seen by any number of people from a specialist team: doctor, nurse, occupational therapist or psychologist. They may have input to support the person following diagnosis, for example in helping you to manage challenging behaviour or in prescribing drugs to delay the progression of the disease.

Our Tips for Assessment

Whether attending the GP or the Memory Clinic it makes sense to prepare well. These are our top tips for Assessment;

- Talk it through with your loved one. It's not easy to raise the subject and many people will be very upset at the suggestion that they are losing control of their faculties. It may take several conversations before they agree to see a doctor.
- As a carer you can help by attending appointments. You can make notes of what is discussed and add your input and experiences of the person.
- Keep a diary, or at least a note, of the things and symptoms that you have noticed.
- Be ready for lots of questions such as when you first noticed the problems, medical history, life events.
- Be ready for the reaction of your loved one who may be upset or offended at the thought that they are losing control.

■ You need to be honest and sensitive about your feelings and needs, too. If you need support to care, say so.

Both Carers and Needs Assessment are based on national agreed criteria for care and support. The assessor will focus on the things that you have difficulty with, any help you are already getting and what outcomes you want to achieve. This could include ways to help you stay in work or get help with everyday chores.

Following assessment you will either qualify for a care and support plan or you will be signposted to agencies who can advise further. If you qualify for support you may need to contribute towards the cost of the care.

However much you love someone and want to dedicate yourself to caring for them it is important to recognise that you need to have some time for yourself. Even if you are in the best of health, care giving is demanding. You need to ensure you retain some balance.

Our Top Tips for people diagnosed with dementia are:

- It's okay to be angry and upset! The quicker you can move past this, the more time you have left to do the things you want to do.
- Involve your family and friends – tell them what you would like, what's important to you and how you want to live your life.
- Get organised: attend to your legal affairs, including nominating someone you want to handle your financial affairs as soon as possible.
- Get as much advice from trusted sources as you can and spend time thinking through your options.
- Enjoy life, make a bucket list with those you love and do the things you want to do; don't needlessly put it off!

Our Top Tips for carers are:

- Get good at recording; keep a diary or notebook and record everything! Signs, symptoms, likes, dislikes, what doctors said, what social workers said, names of people involved etc. There is a lot of admin in caring!
- Get organised: have a plan for emergencies, make a will and legal arrangements, claim benefits, think ahead!
- Get help and advice: it's complicated so turn to trusted sources such as voluntary organisations working locally
- Accept help: whether it's from family, friends or organisations involved in your loved one's health care.
- Look after yourself and don't get too run down!

Our Top Tips on caring for yourself:

- Accept any help that is offered. Whether it is from family, friends or professionals, graciously accept all offers! Creating a support team, whether of family, professionals or both, helps you access the help you need to care well.

■ Let family get and stay involved in caring: don't exclude other family members, they want and need to help. If it isn't what you require, consider telling them what would help you most and ask them to find a way to resolve the problem.

■ Make plans: an emergency plan is a must. You need to be methodical about recording everything that provides continuity for your loved one if you are suddenly unable to care. You also need to plan breaks, finances and how to get additional help.

■ Be realistic about the person you are caring for: dementia is a progressive illness and they will deteriorate. Whether this is sooner or later is a very individual thing but he or she will change over time and this will impact on both your lives.

■ Look after your health: get a flu jab, try not to let stress build up, eat well, get enough sleep, don't ignore depression or low moods until it's too late.

■ Let your doctor know you are a carer – this is important for both you and the person you care for. The doctor can, with your loved one's permission, talk more freely about their health and wellbeing and you can be prioritised for flu vaccinations and appointment times. • Accept your emotions: you will feel many things, often all at once. Negative feelings don't mean you are a bad person.

■ Share your feelings: you may not like talking about your feelings but it can help. If you can't talk to people whom you feel might judge you, consider a telephone befriender or helpline where you talk to someone you never have to meet! You could also talk to a counsellor or refer yourself to the Total Wellbeing Luton Service team on 0300 555 4 52 where you can be assessed for support.

■ Look for the positive: you are doing your best and so is the person you are caring for. Enjoy what you can in each day, especially the funny and tender moments.

■ Take time out: you will need to get breaks from caring such as lunch clubs, day centres, sitting services or respite care. It may also be asking family members to give you a break from caring. Taking breaks also helps the person who has dementia get used to and feel secure with other people so it's not selfish!

Luton Dementia Guide - booklet

Age Concern Luton, in partnership with Luton Borough Council, has produced the Luton Dementia Guide, a one-stop booklet filled with information for patients diagnosed with dementia and their carers.

The detailed guide contains a wealth of practical information, including advice on how to identify the early stages of dementia and guidance on the support which is available for carers of dementia patients. Please visit this link on Google Chrome to view it online:

https://www.luton.gov.uk/Health_and_social_care/Lists/LutonDocuments/PDF/Luton%20Dementia%20Guide.pdf

Support for Unpaid Carers



Carers In Bedfordshire

Carers In Bedfordshire is a registered Charity which supports unpaid Carers. They are able to register carers who live in Central Bedfordshire or Bedford Borough or if their loved ones reside there. They are able to refer and signpost to other organisations if the Carers or their loved ones live outside of these areas.

There are two Carers Lounges. One is based in Bedford Hospital and The Carers lounge at the Luton and Dunstable Hospital is based on the ground floor of St Mary's Wing.

The Lounge is a place where Carers can come for support, advice, signposting to other organisations or just a cup of tea and a chat.

Various information leaflets are available together with contacts/links with other organisations.

It is a safe and confidential area and Carers who visit them say that it is a wonderful place to talk about what is on their mind and receive helpful advice.

They mainly have visitors who are caring for loved ones who have been admitted to hospital but on occasion, carers come and visit even when their loved ones have been discharged. This may be for on-going support or to update them on their situation.

The lounge is open to any carers from any area, not just Central Beds or Bedford Borough and they will always endeavour to provide support and relevant and current information where required.

If you are a Central Beds or Bedford Borough Carer, you may register Carers in Bedfordshire and receive their full range of services which include groups, workshops, training, cafes, 1:1 support and therapies.

Please contact for more information on their services. **They are open Monday to Friday from 10am to 5pm.**

Carers Lounge 01582 491166 ext 2362

Please feel free to visit them at the lounge or visit Carers in Bedfordshire website for more information about the organisation www.carersinbeds.org.uk

Confident Carer Service:

Practical Support for Unpaid Carers in Luton



The Confident Carer Service is completely dedicated to helping unpaid Carers (family members/friends) living or caring for someone in Luton. They aim to make a real difference to Carers, including those who may be New Carers, Carers in distress, Carers who cease Care responsibility, Carers with changing circumstances, and Carers who need advocacy. They make full use of existing local services to develop an integrated, holistic support system to help Carers, in addition to working closely with some Luton GP practices. They are also a part of the Carers Partnership Board in Luton.

There are two Carer Support Officers, Yakini and Lorraine, who take the service out to different venues across Luton and also arrange visits to Carers in their own homes and local venues to suit.

For more information about the organisation visit their website www.confidentcarer.org.uk

They are open Monday to Friday from 9am to 6pm.

You can call the Carer Support Officers Yakini (photo) and Lorraine on: 0300 303 0201

Carer Support Group Meetings:

The Confident Carer Service holds Carer Support Group meetings:

The 1st Monday of the month at the Luton Irish Forum, 102 Hitchin Road, LU2 0ES. Time: 2pm - 4pm. Cost: Free

The 3rd Monday of the month at The Disability Resource Centre, Poynters House, Poynters Road, Dunstable, Bedfordshire, LU5 4TP. Time: 1pm - 3pm. Cost: Free



New Parking Permit for paid Carers in Luton

Healthcare workers who provide their services in the Luton community have now been granted a parking exemption by Luton Borough Council. This will make it easier for them to visit people in their homes.

Some of the people who will be able to request a permit are health visitors, community nurses, midwives, adult community services and rehabilitation teams.

They will be able to reach patients quicker and more easily, by being allowed to park in any 'on-street' residents/pay & display/shared use parking bay and on yellow lines in certain parts of town, without fear

of being fined whilst delivering their essential services to the community.

The change has been instigated by Councillor Paul Castleman, the Cabinet Member for Infrastructure and Transport at Luton Borough Council, who became aware of the issue when a community nurse visiting him at home mentioned how difficult it was to find a parking space nearby.

For more information, please go to the Luton Borough Council's website, under Transport and Streets.

Great turnout to the 'MAMMA' maternity open day event – 11th July 2018

Over a hundred visitors braved a very hot evening and turned up for our second Maternity Open Day.



Although the event overlapped with a football World Cup semi-final, many local families, mothers and fathers-to-be, as well as local health professionals came to the L&D to find out more about all the services that are available at our maternity unit and meet our staff.

Our midwives took visitors through the choices available to the people choosing to have their baby with midwifery led care either in our Midwives Led Birthing Unit or at their home. They also talked about the high risk obstetric led care we provide and our postnatal services. Visitors also enjoyed guided tours of the delivery suite and the midwife-led maternity unit, where a room was also set out to discuss their options for home births.

The "Whose Shoes" interactive workshop was also a success and was well attended, giving the Maternity Department and the whole L&D plenty of useful feedback on how to develop the services they offer in line with the needs of the community.

The Maternity And Mothers Meeting dAy (MAMMA) took place on Wednesday 11 July from 5.30pm to 8pm in a marquee on the hospital grounds.

What our patients told us!

Results of the 2017 National Inpatient Survey



We have received the results for our 2017 Inpatient Survey from the Care Quality Commission. Part of it includes asking patients to write comments about their care as well as answer questions. We asked patients three comment questions and 306 patients replied. This is what we found:

Was there anything that could be improved?

We had 199 comments of which 28 were positive

Are there any other comments you wish to make?

We had 146 comments of which 53 were positive

These are the themes where patients feel we could make improvements:

- Information sharing and communication
- Cleanliness
- Delays and cancellations
- Noise
- Discharge process
- Staffing Issues
- Medication
- Parking
- Nutrition and hydration (including comments about food)

We also asked...

Was there anything particularly good about your hospital care?

We had 235 positive responses.

There are already projects in progress looking at areas such as nutrition and hydration. The key area where we scored below expected results in the national survey related to help with eating. Before the results were published we had already started some new initiatives. These have included daily safety briefings sheets for housekeeping staff, a volunteer meal distribution service and continuation of

the protected meal time audit. Our local survey results have shown we have improved our scores and we will continue to monitor these closely each month.

Some of the typical things people said about our care were;

"The staff were really lovely and caring, I felt I was at home. Well trained, good job to everyone. God bless"

"The way that everyone within the hospital cared was absolutely amazing. A dedicated team that always gave the best and beyond their call of duty."

"I would like to say thank you for the wonderful care I received from all the members of staff, especially from those in Ward 23 and Ward 19a/19b."

"I couldn't really fault any of the staff. They were efficient, caring, nothing was too much trouble. They told me the worse and best of my illness. Explained fully, so I could understand and prepare myself if it had been bad news."

"The treatment in intensive care was amazing - looked after me very well, so did the High Dependency Unit"

"Lovely and clean. My operation was clarified with me on many occasions on the operation day. Nurses were happy, chatty, very approachable. Tea lady, dinner ladies and cleaners - all very chirpy and chatty."

We always welcome patient and family feedback! You can do this through:

The Patient Advisory and Liaison Service (PALS) Team.

PALS is based in the main entrance and is open to the public Monday to Friday (excluding Bank Holidays) from 10am - 12.30pm and 1.30pm - 4pm

If you cannot get into the office you can call them on **01582 497990** (24 hour answer machine), your message will be picked up on the next working day or you can email them on **PALS@ldh.nhs.uk**

Patient Experience Team

We encourage you to complete the Friends and Family Test Survey if you are a patient with us, which the team analyses every week. If you prefer you can give any other feedback by emailing us on **patientexperience@ldh.nhs.uk**



"What matters to you matters to us. Improving your experience"

These are some of the compliments received...



Mr Nixon in his letter wishes to congratulate the staff about the number one status achieved out of 135 hospitals over the past 12 months. His wife passed away in ward 10 to cancer early this year at the age of 78. He says he feels a compulsion to express his heartfelt thanks to all the department in A&E, ward 10, the McMillan nurses over the years and heartfelt thanks to a wonderful individual ENT Surgeon Mr Kathari who saved his wife's life 5 years ago which gave them extra years of which they cherished together. Through this magazine he wishes to pay tribute to all the member of staff at the great hospital the Luton and Dunstable!

Sharon H. on Facebook

For the last week we have spent most of our time at the Luton and Dunstable hospital as my mum had a nasty fall resulting in two bleeds on her brain. From the ambulance crew arriving at the house, the A&E department, high dependency unit, then the wards she went on afterwards we were so impressed. The staff, nurses and doctors were amazing. So many caring people in one place. My mum was seen immediately once we arrived and had her CT scan within half an hour. She had a nurse with her permanently taking her blood pressure, checking her pupils were dilating, making sure she didn't deteriorate in any way. Everyone was amazing - you should be very proud of your hospital because I certainly am!!

Gary B. on Facebook

We are from Glasgow and visiting family in Luton when we had to take our son to A&E as he split his head open. From entering the hospital to leaving we were only there 40 minutes. The nurses were absolutely amazing with our boy. Had him assessed and stitched up in no time. They are angels who deserve their weight in gold. Thank you so much for the excellent care for our child.

Linda L. on Facebook

We attended A&E with our 2 year old son on Easter Saturday 2018 when we couldn't get his high temperature to come down and were very impressed. We were seen quickly, all the staff were patient, friendly and efficient and we were out with a prescription for antibiotics within 3 hours. My son even got a sticker and Easter egg for being brave which was lovely. Thank you L&D :)

eryl K. on Facebook

I went with my husband to the dermatology clinic in Arndale House this morning, what a lovely bright welcoming waiting area with great views from the windows. The dermatology shares the same waiting room as phlebotomy and while I waited for my husband no one waiting for a blood test had to wait longer than five mins to be called-somewhat different from the old system at the L&D. For anyone not wanting to walk through the Mall if you use the central carpark the entrance to Arndale House is a few steps from the lift or from Silver St there are stairs. I have seen a comment from a lady on another fbook site that she went by bus from Dunstable to Arndale House and home again in less time than she sat waiting at the L&D last time she had a blood test.



You can follow L&D on :

Facebook @LandDHospital
Twitter @LandDHospital

Pharmacy research study – focusing pharmacists' input to reduce risks and improve outcomes



As reported in the Ambassador Magazine in August 2016, Cathy Geeson (Deputy Chief Pharmacist) and her project steering group, have spent the last three years developing a scoring system to identify patients at greatest risk of 'medication-related problems' while in hospital. The project is now complete, and they have called the finished scoring system the 'Medicines Optimisation Assessment Tool' or 'MOAT'. Its purpose is to permit pharmacists to focus on the patients who are at greatest risk, so increasing the efficiency of hospital pharmacy services and improving patient safety. The MOAT has potential to be rolled out across other NHS hospitals, but before it can be recommended for routine use, the team need to check how well it works in a new group of patients. Meanwhile, the project group is working on ways to share their initial results, and



plan to attend various public and professional meetings and conferences, and to submit their findings for publication.

The project steering group were key to the success of this research, ensuring the project was effectively managed, refining research methods and guiding progress. Patient and public representation also ensured that a patient/carer perspective

remained prominent throughout the research, and was provided by three L&D Governors (Marie-France Capon, Derek Smith and Jack Wright), together with Helen Clothier, a member of the L&D Patient and Public Participation Group, and Tom Drabble, a member of the 'Patient Panel' at Watford General Hospital. The remaining steering group members were Cathy's academic supervisors from University College London (Professor Bryony Dean Franklin and Dr Li Wei), clinical supervisors (Dr Mary Evans and Dr Siva Puthrasingam), and a senior pharmacist from Watford General Hospital (Lindsay Smith).

If you would like more information then please contact Cathy Geeson via the pharmacy department at the Luton and Dunstable Hospital.

L&D Volunteer recognised by the Pope for outstanding 30 year commitment

Luton and Dunstable University Hospital (L&D) volunteer Bernadette Lana – Roman Catholic visitor and Eucharistic Minister since the 1980s has been presented with the honorary Benemerenti Medal for her services to the Catholic Church and the L&D.



The Benemerenti Medal is awarded by the Pope to members of the clergy and laity for service to the Catholic Church. Originally established as an award to soldiers in the Papal Army, the medal was later extended to the clergy and the laity for service to the church.

Volunteer, Bernadette Lana was awarded the medal last month and was presented with it by Fr. Michael Patey, the Parish Priest at St Martin de Porres Catholic Church and Chaplain at the L&D.

Earlier this year the L&D's most valued volunteers were honoured at the hospital's Volunteer Long Service awards, where Bernadette was presented with a special award for her outstanding 30-year commitment by the High Sheriff of Bedfordshire, Vinod Tailor.

Bernadette said: "The Luton and Dunstable Hospital has been a part of my life for the past 30 years, and I feel it a joy and a privilege to spend time with patients, listening and encouraging them during their recuperation.

"Volunteer work is rewarding, and I hope I contribute in some small way to helping make the patient's stay a little more pleasant. It was lovely to be recognised and awarded a 30 year Long Service award from the L&D Hospital in January and now to receive the Benemerenti Medal from Pope Francis. With God's blessing, I hope to continue volunteering at the Hospital and in the community for years to come."

Volunteers are a valued part of the team at the L&D and contribute over 25,000 hours of their own time each year to give their support.



Fundraise for L&D's Cardiac Rehabilitation – A personal challenge!



Every year Stopsley Striders running club members vote on a charity to support for the next year. This year the chosen charity is the Luton & Dunstable Hospital Cardiac Rehabilitation Team. They were nominated by Cardiac Rehabilitation sister, and running club member Amanda Rankin.

As part of the fundraising Amanda is organising a **Virtual summer of sport challenge based on a 2018 theme during the month of August.**

How it works :

- You pledge to run, swim, cycle or walk your own challenge based on the numbers 2-0-1-8.
- Let Amanda know your personal challenge and donate £5
- Once you have completed it and have let Amanda know with evidence if possible (but not compulsory!) you will receive a unique shiny medal to celebrate your achievement.
- The good thing is it's open to all abilities. Some of the challenges so far submitted are Run 5k in 20.18 minutes, Run 20.18 miles over month of August, walk 2 miles a day for 18 days of August and run 20 miles in August, swim 1 mile and cycle 8 miles. You decide what is a challenge for you!

Please consider signing up. Amanda can be contacted on amrankin@aol.com or 01582 497469

Summer 2018 'Good Better Best' staff event

The L&D's infamous 'vent in the Tent' returned this summer and saw over 2,500 members of staff attend. This is the best attendance to date.



During the sessions, staff were engaged in a workshop on how to deal with and avoid difficult and challenging situations while under stress at work. The workshop was delivered by professional actors who enacted a typical scenario in which stress and pressure can affect how we look after patients, colleagues and ourselves at work, followed by practical tips on how to defuse these situations as early as possible.

The Board used these events as an opportunity to thank our hardworking and dedicated workforce, and praised the efforts they made during the extremely

busy winter period last year. It was also a chance to remind staff of the upcoming CQC inspection this summer, and how as a Trust we can continue to develop and build on the successful inspection we had in 2016.

As in previous years, it has been an invaluable opportunity for us to listen to staff suggestions and feedback, but also to recognise the great contribution each member of staff makes to the L&D's performance as a Trust.

On the last day, we held a special thank you session, with free breakfast, lunch or afternoon tea and a fun corner where people could have their picture taken on a giant deckchair among palm trees and flamingos or play swing ball.



an you spot yoursel ?...



Thank you, Thank you and Thank you!



We would like to take this opportunity to express our gratitude and heartfelt thanks to all who have and continue to support us which, in turn, allows our charity to support the patients of Luton and Dunstable University Hospital NHS Foundation Trust.

Don't be shy; let us know your fantastic ideas to support the hospital's fundraising efforts. You can choose which ward or department you would like your donation to benefit...or you can make a general donation which will help fund one of our charities wonderful projects.

Please do visit our website or Facebook page for a fuller list of fundraising activities and appeals.

Snippets from fundraising:



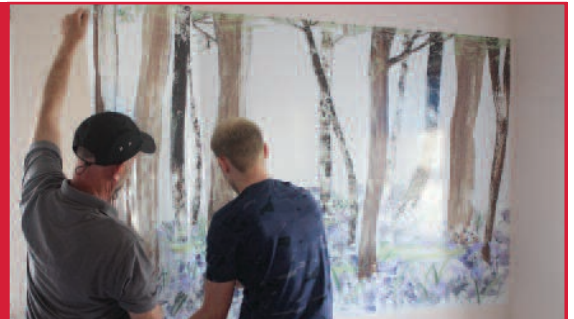
We were thrilled to have over 40 people including L&D staff, Sainsbury's staff and supporters take place in the Child Oncology Walk in May. We even had The Hilton Garden Hotel support us by doing a virtual walk using a treadmill. It was a fantastic effort, in support of an incredible project. Well done everyone!

We were very happy to welcome back some of our NICU families to the 2018 NICU Reunion at Futures Fun Factory. Our NICU nurses and doctors met with over 100 parents and babies attending over two days. It was wonderful to see our NICU miracles, developing into cheeky, happy, joyful children.

As part of our NHS 70th celebrations we held a delightful afternoon tea and Hospital History talk, given by Governor Janet Graham.



One of our on-going pledges is to improve patient environments. We are thrilled with the murals designed by students at Hertfordshire University. These have gone up in maternity and in two side rooms on Wards 14 and 15, one of which is dedicated in memory to, Andrew Flecknell, staff nurse, Care of the Elderly.



For more information about fundraising for the hospital, or to get involved, please call the fundraising Team on 01582 718 289 or email fundraising@ldh.nhs.uk
www.ldh.nhs.uk/fundraising • www.facebook.co.uk/ldhfundraising
Twitter @ldhfundraising • Instagram @ldhfundraising

The Luton and Dunstable Hospital Charitable Fund is a registered charity in England and Wales, no 1058704

L&D's Chief Medical Advisor awarded honorary membership of prestigious Professional Society

Dr Danielle B. Freedman, was awarded the honorary member of the Association of Clinical Biochemistry & Laboratory Medicine (ACB), a title given to people who have a distinguished contribution to Clinical Biochemistry and Laboratory Medicine at an international level.



Dr Freedman, who is also a Consultant Chemical Pathologist and Director of Pathology at the hospital, is only the fifth woman to be awarded this accolade since it was established in 1955, and the fourth person coming from a District General hospital.

Danielle joined the L&D Hospital in 1985, after training as a Pathologist at the Royal Free hospital and specialising in Clinical Biochemistry and Endocrinology at the Middlesex Hospital Medical School.

During her time at the Trust, she has covered several crucial roles, including Divisional Director of Pathology, Radiology, Pharmacy and Therapies and has been the hospital's Medical Director between 2005 and 2010. Since 2015 she has been the Chief Medical Adviser to the Trust Board.

She also continues to teach undergraduate and postgraduate courses on the clinical aspects of biochemistry and laboratory testing in clinical care.



A regular international speaker, Dr Freedman has been the recipient of several prizes, including the "Outstanding Speaker Award" by the American Association of Clinical Chemistry in 2009 and in 2014. She was the vice President of the Royal College of Pathologists between 2008 and 2011.

Dr Freedman has published over 100 articles about her work in scientific journals, and contributed to publications and books on clinical governance, thyroid disease, laboratory quality and the

laboratory in the patient pathway.

Outside her hospital and teaching engagements, Danielle chairs the Lab Test Online – UK Board, a non commercial website designed to help patients and carers to understand the meaning of their test results and to aid clinicians in explaining them in lay terms to their patients.

Surf away because Free WiFi is available at the L&D Hospital



We are delighted to announce the L&D now has FREE WIFI for staff, visitors and patients. This is part of NHS Digital's vision to provide free wireless access across health and care services, allowing the public to take control of their care while moving through the system.

Look up health information, download health apps and browse the internet.



You can follow us on **Facebook @LandDHospital**
You can follow us on **Twitter @LandDHospital**
You can visit our Website: <https://www.ldh.nhs.uk/>

The free WiFi can be accessed by following the steps below:

- Open your Wi-Fi settings
- Select "NHS WiFi"
- Click to read terms of use on the landing page
- Scroll down the page and tick the box to accept the terms of use
- Surf away!

Salmon & Couscous (with Chilli, courgette & asparagus)

This salmon and couscous salad is a tasty and wholesome quick dinner for one and is very quick and easy to make



Ingredients:

75g Couscous 1 small courgette
1 handful of asparagus 1 fresh red chilli
2 ripe tomatoes A few sprigs of fresh coriander
1 x 120g Salmon fillet Extra virgin olive oil
½ lemon 1 tablespoon fat free natural yogurt

Method:

1. Pop the couscous into a bowl, just cover with boiling water, put a plate on top and leave it for 10 minutes to do its thing.
2. Slice the courgette into batons, snap the woody ends from the asparagus and deseed and finely chop the chilli.
3. Roughly chop the tomatoes, then pick and roughly chop the coriander leaves, discarding the stalks.
4. Slice the salmon into finger-sized strips, drizzle with olive oil, then season with pepper and a small pinch of sea salt.
5. Heat a small non-stick frying pan over a medium heat, add the salmon. Scatter over the courgette and chilli. Cook for 2 minutes, turning the salmon halfway.
6. Stir the tomatoes, lemon juice, 1 tablespoon of oil and the chopped coriander into the couscous, then season to taste with salt and black pepper.
7. Carefully remove the salmon strips to a plate. Add the couscous to the vegetable left in the pan. Toss and mix together, then place the salmon strips on top of the couscous. Cover with a lid or some tin foil and place back on a high heat for 1 final minute, or until the fish is beautifully cooked.
8. To serve, slide everything onto a plate, spoon over the yoghurt and tuck in.

Tips

This is the perfect go-to recipe for a quick, easy and super-tasty mid-week meal. To make this for more than one, just adjust your pan size and up the ingredients accordingly. Once you have it mastered, the sky's the limit – use whatever vegetable is in season, change up the herbs, or even try other types of fish or grilled chicken. Enjoy!



European General Data Protection Regulation (GDPR) at the L&D hospital

On the 25 May 2018, GDPR officially came into effect. It is legally mandated by the Data Protection Act 2018.

GDPR is very similar to the Data Protection Act 1998, which is the legislation we have worked under until now, so for many in the Trust, nothing much has changed.

Our staff are trained to protect your information and to uphold your right to confidentiality and we have policies & procedures which staff and third parties working for the Trust are required to follow. We also have measures in place to keep our IT Network safe.

We will continue to be transparent about what we do with your information and apply appropriate technical and organisational measures to protect it from inappropriate access, accidental disclosure, loss or theft.

One of the primary aims of GDPR is to give individuals more control over the use of their information and to increase their rights. One of your rights under GDPR is the 'right to be informed', which requires us to provide fair processing information (also often referred to as a Privacy Notice).

A short version of our Privacy Policy for public FT members is included below. A copy of the full version is available on our public website www.ldh.nhs.uk together with our Privacy Notices for Patients and Staff.

Privacy Notice For Public Foundation Trust Members (Short Version)

As a Foundation Trust we are a Public Benefit Corporation with a statutory requirement to have a membership base including public and staff FT members.

We will use the FT membership information we hold about you to:

- Send you a copy of our FT Members Newsletter
- Invite you to meetings (you do not have to attend)
- Invite you to other events held by the Trust including Medical Lectures
- Inform you of Elections and invite you to stand for Election to become a Governor
- Send you Election papers as part of the election process

We use third party companies to manage mailings and for the Governor Election process. These third parties are under strict legal and contractual obligations to only use your information for the purpose instructed by the Trust.

We will not sell your information for any purpose and will not provide third parties with your information for the purpose of marketing or sales.

Your information, your rights. You have the right to:

- Ask for information to be corrected if inaccurate or incomplete.
- Ask us to restrict the use of your information.
- Object to how we use your information.
- Ask to be provided with a copy of the information we hold about you.

These rights will be applied in line with relevant legislation and official national guidance.

FT Members have the right to stop being a member. If you no longer want to be a member please contact:

FT Membership Department, Trust office – 2nd Floor, Luton and Dunstable University Hospital NHSFT Lewsey Road, Luton LU4 0DZ

Email: ftmembership@ldh.nhs.uk **Tel:** 01582 718333 **Visit:** <https://www.ldh.nhs.uk/get-involved/ft-membership>

Contacts

If you would like more information about your rights, about how we process your information or if you feel your confidentiality has been breached, please contact:

The Data Protection Officer (Gaynor Flynn) Luton & Dunstable Hospital NHS FT, Lewsey Road, Luton LU4 0DZ

Tel: 01582 497928 **Email:** patientserviceteam@ldh.nhs.uk (Please mark it 'For The Attention of the DPO')

If you feel that we are not processing your information lawfully you have the right to complain to: **Information Commissioner's Office** Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF. **Tel:** 0303 123 1113

This magazine is sent by post to all L&D Foundation Trust members. However, we only send one copy per household, even if there is more than one Trust member living at the same address. Please help us save on paper and cost by sharing your copy with the Trust members who live at the same address.