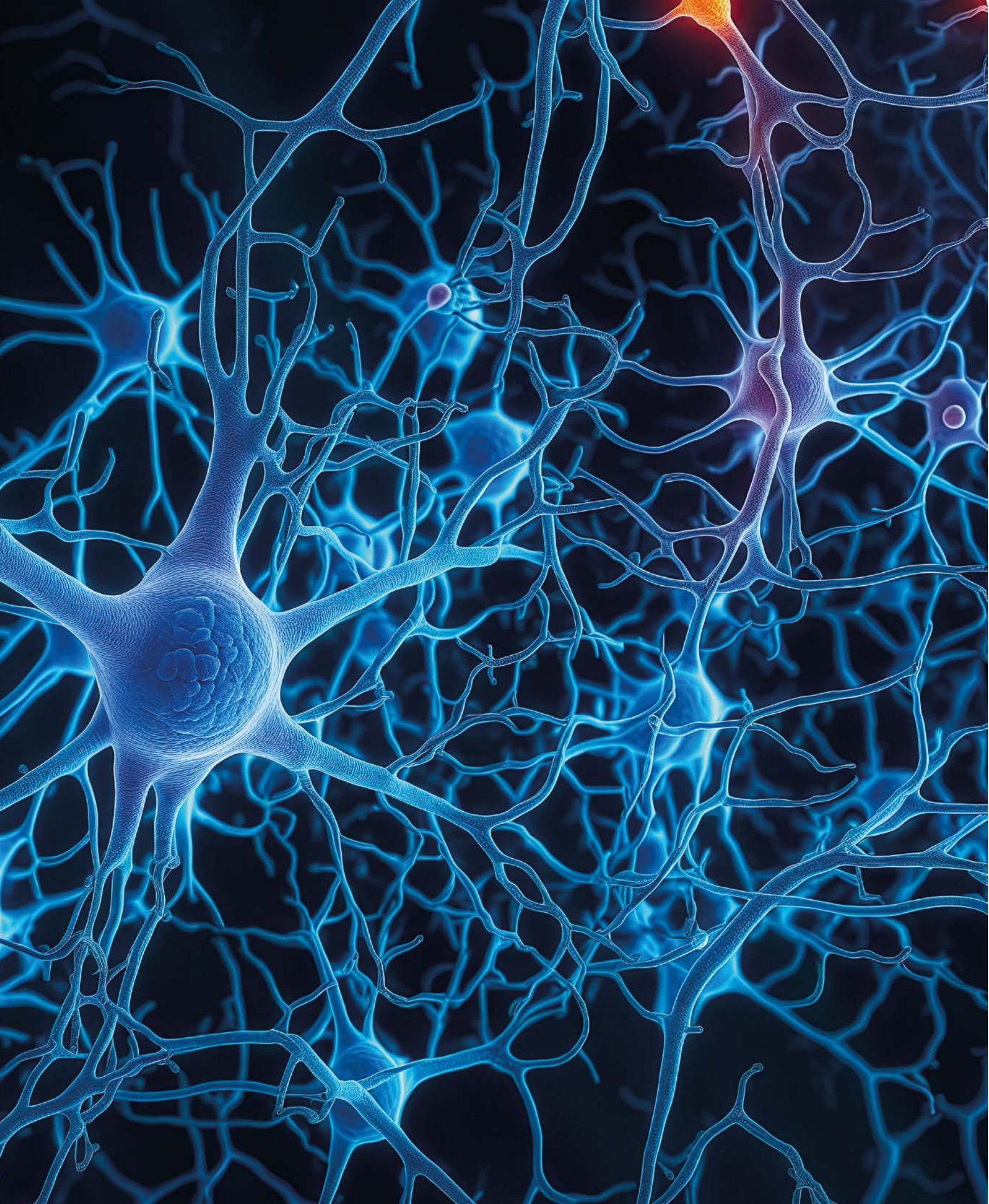




The Princess Alexandra
Hospital
NHS Trust

Annual Report

2024



*Putting patients at the heart
of everything we do.*

Introduction

I am delighted to present this report reflecting on our journey over the past year. It has been a period marked by both challenges and successes, and our commitment to serving our patients has remained steadfast.

Achievements

This year, we have made significant strides in enhancing patient care. Our initiatives have covered many areas from nutrition and hydration to accessible information and the general hospital site. We also celebrated our 10th anniversary. A short film covering this period is available via the QR code on page 15.

We have had a new bus shelter installed and lovely flower boxes have been placed throughout the hospital grounds. Following on from our work on nutrition, patients and visitors are now able to obtain refreshments 24 hours a day.

We have started to go into the community with “Its Good to Talk” to gather feedback about the hospital services.

Financial overview

Financially, through prudent management of our small budget, we have ensured that our resources are directed towards improving patient information and services. We continue to provide at least one conference each year on items that are of interest to the community. We also support all the divisions with Patient Panel awards.

Challenges and adaptations

The year also brought its share of challenges, particularly with the moving of phlebotomy department to Gibberd Ward. Additional blue badge spaces have been installed in that area.

We also had an increased workload and unfortunately, lost a few members so we were lucky enough to recruit five new members: Moira, Rita, Nishall, Mark and Vipin, all bringing needed skills to the panel. We would welcome more volunteer members to join the panel.

Looking Ahead

We have started work looking at:

- unpaid carers
- the reception area
- working with the Integrated Care Board (ICB)
- working on a patient portal
- patient discharge
- new hospital

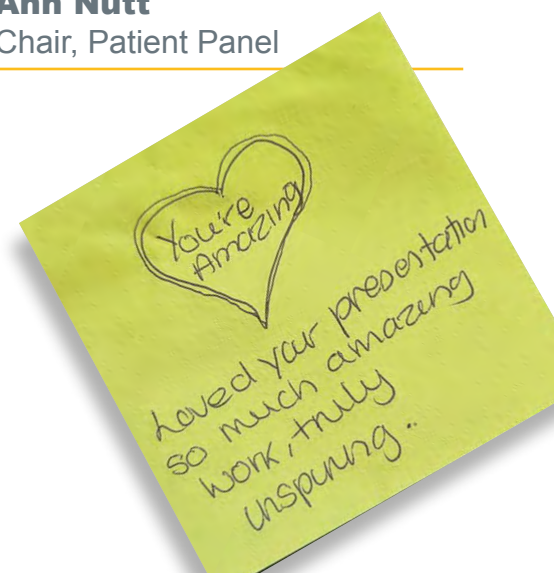
Appreciation

I should like to extend my heartfelt gratitude to my dedicated volunteers, and the staff, senior managers and consultants.

Your unwavering support has been the cornerstone of our success.

Ann Nutt

Chair, Patient Panel



Welcome



Hello, my name is Sharon McNally. I am both proud and privileged to be our chief nurse and deputy chief executive at the hospital. Thank you for giving me the opportunity to contribute to the annual report, and to reflect on the difference our collaborative partnership makes. The panel represents our patient voice – to have the patient voice threaded through our organisation in a meaningful, heard, supportively challenging and improvement focused way is wonderful. The panel

are invaluable in our drive to deliver outstanding care and services – a supportive, helpful, critical friend. The work the panel undertakes supports and enhances my role, and makes a positive difference to our patients, our staff, and our community.

Every year I say this, and I am unwavering in offering my sincere and heartfelt thanks to all the incredible volunteers that work and support the Patient Panel. Thank you, you are truly amazing.

Sharon McNally chief nurse and deputy chief executive, PAHT



This is my third year of working with the amazing PAHT Patient Panel. Their energy, knowledge and determination provide a constant source of inspiration to me and everyone they encounter. They provide eyes and ears into our services that are invaluable as part of our improvement journey.

I attend the first hour of their monthly meetings and their Chair attends our public board meetings to ensure good communication between the board and the panel. Ann also attends our monthly walkabouts, when we visit different services in the trust.

In March I was invited to join the panel for a morning collecting feedback from the public in the Harvey Centre, the main shopping centre for our patients. It was a really valuable insight into both the good things about our services and the things we need to do differently.

It was with enormous pride that I heard that Ann Nutt has been given the NHS Unsung Hero Award as their Volunteer of the Year. Of course, the Panel is a team and not just one person, but Ann's leadership is key to everything they do. My special thanks must go to Ann.

Hattie Llewelyn-Davies chair, PAHT



New facility to support patients with cancer at The Princess Alexandra Hospital

In July 2023 a new, modern facility was opened to support patients with cancer.

The new Technical Services Unit, which is used to make chemotherapy medication for patients with cancer, is at the rear of The Princess Alexandra Hospital, adjacent to the Williams Day Unit, where patients receive cancer treatment.

Work began in autumn 2022 to transform what was previously office space into a modern facility enabling the pharmacy team to produce individually prepared chemotherapy treatment doses, for oncology and haematology patients, on site. The improved space and equipment has largely eliminated the intermittent need for external support.

The new Technical Services Unit is a significant milestone in producing treatments for our patients with cancer. PAHT's pharmacy team can now begin to use the modern technology and equipment to improve patient care and experiences.

The Technical Services Unit features:

- a modern suite of pharmacy clean rooms (a sterile environment for manufacturing medications).
- two negative pressure isolators for the safe handling and preparation of chemotherapy.
- space to accommodate cancer services pharmacists, who clinically validate prescriptions.
- a dedicated dispensary for oral cancer treatments and other medication needed by cancer patients to support their chemotherapy.
- a dedicated clinical trial medication office.



Chaplains in demand

Two new chaplains, Rev Fr Felix Adiele and Rev Eugene Skaria have joined the team this year, bringing the staff team to three full-time and one part-time chaplain plus a part-time administrator. We currently also have seven regular volunteers who play a vital role visiting and supporting patients. Between April 2023 and the end of January 2024, the chaplaincy team made a total of 3,287 visits to patients and families.

In addition, our on-call chaplains from the community enable us to provide a 24/7 service. Between April 2023 and the end

of January 2024, chaplains were called out of hours a total of 124 times.

The chaplains visit all wards and departments in the hospital. Sometimes we will have received a specific request for support, at other times a conversation will develop by virtue of our presence on a ward. Sometimes patients request religious care such as prayer, or they have questions about faith. At other times, their greatest need is to talk about something that is worrying or concerning them such as health concerns, worry about a prognosis, anxiety and

mental health issues, a difficult decision to be made, a family estrangement, loss and bereavement.

On 12 December 2023, the PAHT Annual Carol Service was held at St Paul's Church, Harlow. Around 400 people from the Trust and the local community attended. We were delighted to be joined once again by the Harlow Chorus and also, by children's choir from Henry Moore and Millwards Primary Schools. The children's musical accomplishment and infectious enthusiasm proved one of the highlights.

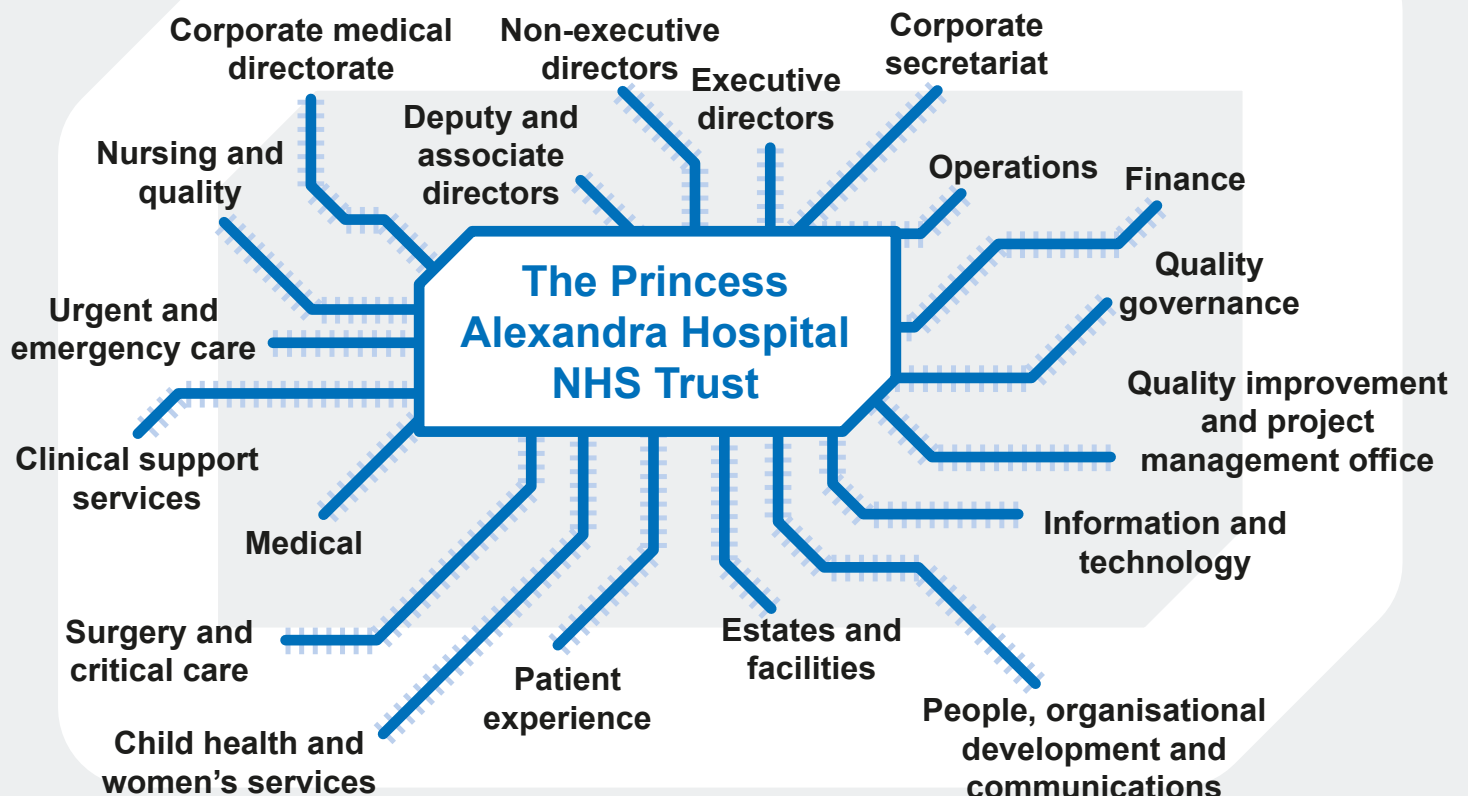


The Princess Alexandra Hospital NHS Trust **structure**

The Princess Alexandra Hospital NHS Trust was established in April 1995 and provides services at the Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping. We have an annual income of around £330 million. We have 414 general and acute beds at The Princess Alexandra Hospital and provide a full range of general acute services, including a 24/7 emergency department, Intensive Care Unit (ICU), Maternity Unit and Neonatal Intensive Care Unit (NICU). We also provide outpatient

and diagnostic services from the Herts and Essex Hospital, Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ around 4,000 staff and serve a local population of about 350,000 people living in West Essex and East Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.



PAHT chair Hattie Llewelyn-Davies reports on her walk rounds



Since I became chair of The Princess Alexandra Hospital NHS Trust, three years ago, I have been pleased to join with my fellow non-executive directors for a monthly walk round to meet with our people, volunteers and patients and hear what is going well and what needs to be improved.

We aim to cover a wide range of service delivery areas and also some of the essential but often invisible services without which we would not be able to deliver our services. The visits are completely flexible, the aim is to meet our people and our patients, listen to their experiences and learn from this.

On one recent visit I spent time just talking to one of our patients while the other Board members on the visit

spoke to our people and looked at the facilities.

Each visit has an action plan written for it and the resulting action is reported back through our public Board meetings to make sure that everyone is aware of the outcomes.

For example we arranged for parking bays for people with Blue Badges to be installed outside one of our buildings to enable less able patients to attend clinics there.

The visits help the Board to build a picture of the work the Trust does, the pressures faced by different services and the experiences of our patients. We make sure that they are never rushed and this is essential if we are to really learn from them.

Safety for our patients

Patient safety is a combination of culture, behaviours and underlying conditions – it is fundamentally about the way we relate to and work with each other.

In 2024, PAHT has moved to the new National Patient Safety Incident Response Framework, which means we are working with our people and patients when incidents arise; we will work together to develop quality improvements to ensure we act in a timely manner and take immediate actions to reduce the likelihood of the incident recurring.

We have a dedicated AlexNet (extranet) page for patient safety and meet teams twice a week to look at all incidents.

While at PAHT we want all patients to help keep themselves safe.



Finola Devaney
Director for Clinical Quality and Governance

Keeping yourself safe while staying in hospital:

- Ask for help if you don't understand
- Check your wristband – if it's not correct let staff know, if you have any allergies make sure they are on your wristband
- Medication – if you are unsure about medication – just ask, bring your own into hospital
- Protect yourself on slips and falls – wear good foot wear, slippers or trainers; bring any walking aids, wear your glasses and hearing aids
- Keep moving to prevent blood clots – you may wear hospital stockings, keep hydrated
- Stop pressure ulcers – keep moving on your bed from side-to-side
- Preventing infections – hand washing is key
- Discharge – make sure you have the right medication and contact details for any follow-up



Supporting equality and tackling inequality: how the Patient Panel is promoting inclusion



The Equality Delivery System (EDS) has been designed by the NHS as an improvement tool to support trusts in driving up equality performance and services for individuals and groups protected by the Equality Act 2010.

The EDS also supports the Trust in meeting the equality aspects of the NHS Constitution, the NHS Outcomes Framework, and the Care Quality Commission's Essential Standards.

The EDS 2022 has 11 outcomes grouped into three goals. The

three overarching goals are:

- Commissioned or provided services (patient services)
- Workforce health and well-being (workforce)
- Inclusive leadership (workforce)

Grading of objectives has involved:

- Collating qualitative and quantitative data in relation to the needs of people with protected characteristics
- Collating evidence of work within the Trust to address needs

- Working in partnership with the Patient Panel to review trust performance and evidence

There are four possible grades:

- Excelling
- Achieving
- Developing
- Undeveloped

Two dedicated sessions were held on 18 December 2023 and 4 January 2024 to review and grade Goal 1 (patient-focused) and identify actions for 2024.

West Essex Maternity Voices Partnership (MVP) has made significant strides over the past year, with a membership currently consisting of 12 service users and representatives, including six members who are black or Asian.

The partnership maintains a website and robust social media presence to spread information to both service users and staff.

Collaboration with the local

SANDS (Stillbirth and Neonatal Death Society) group ensures feedback from families who have experienced baby loss is incorporated, with efforts made to ensure their inclusion and representation in communications.

Efforts to expand MVP membership to include neonatal families demonstrate a commitment to holistic maternity and neonatal care, with ongoing progress expected in 2024/25.



National recognition for our blood transfusion team

Our blood transfusion team has been recognised as ninth nationally for patient safety.

This means for patients at PAHT, the blood transfusion is among the safest in the country.

They issue over 9,000 blood and blood components yearly, with approximately 179 each week. A team of eight core members is supported by colleagues including laboratory staff, nurses, midwives, porters and more.



Sickle cell disease:

one person's commitment to education



It's common for people who are suffering with a particular long-term condition to want to increase awareness of their situation, in the hope that it will help and educate others.

At PAHT, Nneka Smith, clinical educational lead non-medical, believes relating her experiences can help others.

"I have a blood disorder known as HbSC (in the sickle cell disorder umbrella). I have a health and wellbeing blog, which is a space for me to share my lived experience and how I cope with chronic pain, the complications of HbSC and whatever else life throws my way.

"As an allied healthcare professional (AHP), ex-teacher and health/wellbeing blogger, I have become a patient advocate, with a special focus on invisible illness and disabilities, clinical trials and intersectionality.

I am passionate about inclusiveness, patient-centred clinical trials, and better health policies for all including those in marginalised groups such as LGBTQ+. I have been part of the sickle cell round tables for the government, have been the patient representative to speak at the European Medicines Agency and the Committee for Medicinal Products for Human Use in May 2023 regarding the Crizanlizumab drug and its authorisation following the trial data. I have been featured in health magazines and projects including, Fight Bladder Cancer UK, Patient Voices UK and Merseyside care.

"In January this year, I was voted number 28 in the Sanius Health top 80 advocacy, most influential people in sickle cell 2023."

Maternity voices

Car parking information for Blue Badge holders



We hope this guide will answer any queries that you have about using your Blue Badge permit whilst visiting the hospital. Please contact the car parking and security team via the details at the end of this leaflet if you require any further information.

How to register your Blue Badge

Please ensure that your Blue Badge is registered before using it when parking at the hospital.

You can register your badge at the security and parking office (location B30), Eye Unit, at the main entrance reception desk, William's Day Unit or at the emergency department (ED).

Do I need to take the Blue Badge back to the car after registering it?

No. You do not need to take your Blue Badge back to your car after registering it at one of the reception desks listed.

Please ensure that the parking permit timer that accompanies your Blue Badge is displayed clearly in your car window so that the car parking attendant knows that you are a Blue Badge holder.

Do I need to register the Blue Badge every time I visit the hospital?

No. You do not need to register your Blue Badge every time you visit the hospital. Once registered you are eligible for free car parking until the Blue Badge expires.

Please ensure that your badge is valid and has not expired.

Car registration details

If you are travelling to the hospital in different vehicle to the first vehicle that you travelled in, please ensure that you register it again at one of the reception desks listed above, as the Blue Badge will be attributed to a different car registration plate.

Waiting time

If a person is waiting to collect you from the drop off/collection bay outside the main entrance, they are allowed to stay up to 20 minutes free; however, our car parking and security team are flexible for Blue Badge holders.

Ambulances parking in the drop off/collection bay

During the COVID-19 pandemic, ambulances were permitted to park in the drop off/collection bay outside the main entrance. Generally, the bay is available to park in, however ambulances will be allowed to park in the bay if there is a busy ambulance queue.

Parking fines

If you have received a car parking fine and feel that this has been issued unfairly, you can appeal the fine by emailing the contact details listed on your car parking fine letter.

Concessionary parking

Free parking is available for patients, carers and relatives who are regularly attending the William's Day Unit, Neonatal Intensive Care Unit, Dolphin Ward for paediatric oncology services, attending the star room within maternity and to the relatives of patients who are receiving end of life care at the hospital.

Please ask the ward or department manager for the concessionary parking form and return to the security and parking office (location B30) once complete.

Contact details

If you require any further information about using your Blue Badge at the hospital, please contact our car parking and security team at paht.carparkingandsecurity@nhs.net



modern • integrated • outstanding

You asked, we listened

Look out for these Blue Badge posters with updated disabled parking information. They can be found at the main entrance and outpatients' waiting area.

Here to help: ALEX virtual assistant

Welcome to Alex, our new virtual assistant, here to answer your questions. You can find her near the main entrance at The Princess Alexandra Hospital site.



Mobile device charging for free

Making sure your mobile phone or computer has enough battery charge can be essential when you or a loved one is in hospital.

New charging lockers have been located at various locations at The Princess Alexandra Hospital, as well as St Margaret's Hospital outpatients' department and near the café at Herts and Essex Hospital.

Users simply enter a four-digit code of their own choosing and connectors include lightning, USB-C and USB-micro to accommodate the majority of mobile device types. The lockers are free to use.



Bus shelter arrives

After several years of campaigning and trying to find out who owns the bus shelter, we were delighted when the hospital took it upon themselves to purchase a new one.

Slightly larger than the old one and the seating is definitely better, we now have an electronic time table inside and a regular number 6 bus from the town but also, we have found it has another use.

Situated opposite the Eye Unit people are using this as a pick up and drop off point, relieving the pressure from the main entrance.

It may only be a shelter but the public certainly approve of it.



PALS – here to help

PALS (Patient Advice and Liaison Service) provides a line of communication between the patient and the healthcare division responsible for their care.

The PALS team receives on average, 25 phone calls and more than 80 emails per day. We also offer a walk-in service Monday to Friday between the hours of 10am - 12pm at The Princess Alexandra Hospital main entrance and 2pm - 4pm at the PALS office.

Currently, we are a team of two, plus a part-time member of staff. The complaints side of patient experience, has one full and one part-time member of staff.

When we receive a PALS concern, we triage in respect of

urgency, log and forward to the ward/service team, highlighting any possible incidents. Whilst we are an advice and liaison service and have access to various systems, we are unable to book appointments, give clinical advice, prescribe medication and/or speak on behalf of staff/wards.

If we are unable to resolve the enquiry upon first receipt, we log and forward the concern to the service/ward to address. In accordance with the Trust's guidelines, a PALS concern should be resolved within ten working days.

As all the healthcare divisions now have access to the Datix system, which is the computer system on which all issues and complaints are handled,

it is the responsibility of the divisions to attach all relevant documentation relating to the concern and all calls recorded accordingly. Once the complainant has been contacted by the division and all issues addressed to their satisfaction, the PALS report can then be closed, again by the ward/service team.

If the patient has not received contact from the division or a resolution to their concerns within 10 working days and/or wishes to escalate to a formal complaint, PALS can be requested to have further involvement.

When complaints arise, PALS is the last resort when local resolution has been exhausted at the point of care.

Pets as Therapy

It's amazing to see the reactions from patients, their families and even colleagues when our friends from Pets as Therapy visit us.

Here are a selection of photos from recent visits to patients and staff, as well as a special visit to the finance team at Kao Park.



Complaints Reference Group

2023 to 2024

Diane Deane-Bowers Chair, CRG

The Complaints Reference Group (CRG) continues to meet on a monthly basis. We examine a complaint in great detail and focus on the efficacy of the response letter and the action plan for future avoidance of issues.

We have been disappointed by the constant reoccurrence of the issue of staff/patient communication in complaints, but are pleased that there are some initiatives to address this in the pipeline.

We are delighted that there is a newly appointed lead for patient experience. We hope to benefit from his energy and enthusiasm. We look forward to working with him in our efforts to reduce complaints and

generally improve the patient experience at the hospital.

On a positive note, we are gratified that one of our initiatives has been followed through, namely to improve staff and patient communication at ward level. This simple improvement has been trialled on Harald Ward and a reduction in formal complaints has been noted. Hopefully this will be extended to all wards.

One of our stalwart members Kieron, is retiring from the panel and we would like to thank him for his dedication and constant advocacy of patients. We wish him a long and very happy retirement with his growing family.

Nutrition and hydration

With funding from NHS England and in partnership with Governance International, the Patient Panel looked at nutrition and hydration. We held a public meeting to find out people's experience and what they would like to improve. The report has now been completed.

At the end of last year, the Patient Panel won an award from the Academy of Fabulous Stuff (FAB) for this piece of work highlighting the way we had worked in a co-productive way engaging with staff, patients, nutritionists and carers.

Children and young people's board (CYP)

We are delighted to have Vikki Stone, the new associate director of nursing (ADoN) for children and young people (CYP), we have had an initial meeting and looked at membership from schools and youth clubs to join us and tell us what works or does not when they come into hospital and they will be helping us with drafting a new policy, especially looking at young people and mental health and transition to adult services.

Did you know?

Your Alex Health record will:

- ✓ improve your safety and care
- ✓ reduce the need for repeat testing
- ✓ avoid you having to repeat the same information to different clinicians
- ✓ increase clinician awareness of key information about you such as allergies and additional needs
- ✓ reduce your visits to hospital as clinicians will have awareness of your pre-existing conditions and treatment plans
- ✓ improve your access to appointment booking including rescheduling
- ✓ better support you to manage your own care.



Your new electronic health record
coming to our trust

Alex Health records

What is Alex Health?

Alex Health is The Princess Alexandra Hospital's new electronic health record system. An electronic health record is an integrated digital record of your care, drawing together information from all systems that store your patient data.

What is the main benefit of an Alex Health system?

Alex Health will help clinicians make better decisions about patient care, informed by a secure, single patient data record that provides a broad view of a patient's medical history and health information.

The intelligent computer system follows best-practice 'care pathways' and takes the information clinicians put into it to suggest next steps in the care of a patient. This will help us to ensure patients always receive the right care and that decisions are applied with equity.

Computers can manage knowledge and guide a clinician; however, in patient care, alert health professionals should look out for each other, hand in their work, and also alert staff if a patient has been missed or a patient's observation or test result is not as expected. Other tools built into Alex Health support clinical decision-making.

What information is in the Alex Health system?

Your Alex Health record contains your health history, medical history, and any other relevant information about you. This information is accessed by your healthcare services provider through the electronic health record (HIE).

onic health record is
t in November 2024



Alex Health

Health – health for the future

never replace the
good judgement of a
or they can support
care staff to things they
or and act as a guiding
k. Alex Health would
a dose of medicine has
a patient is due for an
st. There are a number of
nto the system to support
making.

Information is on my record?

record will show your
edications, treatments
evant information
nformation can also be
r GP and other health
s via the shared care

What support will there be for digitally excluded patients, carers and families?

We recognise that some people will not be able to use digital technology, and therefore might not be able to access their electronic health record via the patient portal. We will do everything we can to support those people, including working closely with Essex County Council to enable patients and carers to access the portal via the NHS App through drop-ins at Harlow Library and onsite at the hospital.

Is my personal data safe?

Yes. Alex Health will process your personal information fairly, lawfully and transparently under data protection legislation. Only those directly involved in your care will access your Alex Health record and a secure login will always be

required when you or a clinician needs to access it.

How will I access my Alex Health record?

You will access your Alex Health record via a new patient portal accessible from computers, tablets and other hand-held devices.

On 2-3 November (go-live) we will introduce patient portal 'lite'. Via the NHS App, you will be able to access all your personal information and see your appointments and test results.

A few months after go-live we'll introduce the full version of patient portal. At that point, you'll also be able to schedule appointments, request medication and message clinicians.

Who are the Patient Panel?

Our group of volunteers support the trust, staff and patients of The Princess Alexandra Hospital NHS Trust and we act as a critical friend and represent the patient voice at senior management meetings



Some of our activities through the year



Sonam Langhangtsang



Jessica Mann



Monty Dunn



Zoe Webster



Coronation celebrations

Our thanks go to the pupils of St Michael's School, Bishop's Stortford for their wonderful design ideas for our cake to celebrate the coronation of King Charles III.

Being a member of the Patient Panel requires serious commitment. We all attend various committees and there is a monthly meeting with a packed agenda of discussion points.

It was decided for our annual Christmas lunch last year we would attend COHO restaurant at Harlow Mill. There were twenty of us in attendance, mainly panel members, with a few invited guests. The deputy chief nurse and a senior consultant came, plus a local teacher whose class had supported the Patient Panel at several events.

During the meal all talk of the NHS and the hospital was banned in exchange for good-natured banter and relaxing anecdotes. We were further delighted by the thoughtful table gifts Ann, our Chair, had provided.

We left the restaurant replete with delicious food, full of good cheer and thankful for such delightful colleagues. We already anticipate a repeat performance later this year.



Seasonal good cheer



Why I joined the Patient Panel

Rita Dovey tells us why she wanted to be part of the Patient Panel

"I live in West Essex with my husband and two amazing children. I am a family carer to my two children who have SEN (Special Educational Needs), autism, health conditions, and anxiety. They have many

hospital appointments, with various specialist teams, and have experienced some challenging times with a lack of understanding of their needs, which has made many visits very stressful. We have had some positive hospital appointments, which makes all the difference when you have children with special educational needs (SEN).

I have used the NHS many times, for long periods as I was diagnosed with acute myeloid leukaemia in 2008 whilst six months pregnant. I needed a stem cell transplant to survive, however, due to my ethnicity no donors were a match. I was fortunate to fall pregnant and without any problems, I had my second child. Unfortunately, I relapsed in 2012 and desperately needed a transplant, as chemotherapy alone wouldn't work this time. I was given three months to live. A 1/10 match became available on the Anthony Nolan Register. I am now in my 11th year of remission.

"I am also a coordinator for the Essex Carers

Network, which is a network of family carers, caring for a loved one with learning disability and autism. We work to ensure the lived experiences and voices of our families inform and influence the future landscape.

"I joined the Patient Panel as I wanted to advocate for families and to directly share my insight and experiences to influence decisions made by healthcare providers. I have many skills from effective communication, good listening, empathy, and compassion to name a few, and want to share those assets with others in my community. A collective voice can ensure there are lessons learned from any issues that occurs.

"I wanted to join other members of the panel to help shape policies, services, and facilities to better meet the needs of the community. Working together as a panel we can identify areas for improvement and find innovative solutions.

"I also wanted to be a representative of the minority community to ensure that the panel reflects different backgrounds, health conditions, and perspectives. Many individuals from the minority community feel invisible and unimportant. I want to be the voice for others who are not heard. I want our society to be inclusive."



As a member of the Patient Panel you can support improvements in patients' experiences and the services offered at The Princess Alexandra Hospital NHS Trust.



Ten years of the Patient Panel

Cakes to reward achievement and recognise big occasions are a feature of Patient Panel life, as well of course as all of the more serious matters that the Panel is involved with, some of which are detailed in this year's report.

So when it came to commemorating the 10th anniversary of the panel, it was obviously necessary to organise a cake for ourselves!

The new restaurant area in the PAHT offices at Kao Park, Harlow was an excellent, spacious venue, and members of the Patient Panel were joined by colleagues from PAHT, as well as invited guests from the Harlow community.

We've included some images here and if you point your phone's camera at the QR code, you can watch a video of the party. The cake's all gone now though.



Scan to watch
the history of
the Patient Panel

Harlow Hospital Radio

new members, new equipment – and a Patron!



Now that Harlow Hospital Radio (HHR) can be heard anywhere, thanks to both our website player and what's called an Alexa skill (where you can ask your Amazon Alexa unit to play Harlow Hospital Radio), we have turned our attention to increasing our services, both to the key audience of patients and staff at PAHT, and also to the wider Harlow community.

Two major events have spearheaded our fundraising efforts – Harlow's MP Robert Halfon kindly offered to undertake a sponsored swim for us, which raised around £2,500 – it went viral while Robert was in the water at The

Manor of Groves Hotel and people were enthusiastically donating online. Secondly, we also applied for funding from Harlow Health Centres Trust, which has allowed us to replace and upgrade our PA and music equipment for events and outside broadcasts. So expect to see more of us out and about!

Many new members are joining HHR which is amazing news for a 52 year old charity. We welcome anyone who wants to help us make hospital stays a little less daunting.

And finally, for the first time in our history, we have a patron. Former BBC Essex presenter

Ray Clark has agreed to be that person. There are few people in broadcasting with more experience than Ray – and many Essex residents have woken up to Ray's voice, or driven home from work with Ray. We are excited to work with him.

Harlow Hospital Radio – here for you 24 hours a day.



**Scan the QR code to
listen to us online**

Chair of Patient Panel wins Unsung Hero Award

The Unsung Hero awards aim to shine a spotlight on the extraordinary contributions of non-clinical and non-medical NHS colleagues and volunteers.



Ann won the award for her contributions to putting patients at the heart of all the hospital does. She has generously given her time as chair of the Patient Panel over the last ten years; the group of local people volunteer their time and skills to work with the hospital on improving the overall experience for patients.

Sharon McNally, chief nurse and deputy chief executive, said: “I’m delighted that Ann has won the Unsung Hero Award, this is testament to her passion and commitment to support our hospital, our patients, their loved ones and the wider NHS.

“The Patient Panel at PAHT is highly respected both within and outside of the trust and Ann has been at the forefront of its success.

“Ann works tirelessly for the wellbeing of patients; organising conferences to raise awareness of health issues in the local community and collaborates with staff on patient-focused initiatives. She also sits on interview panels and organises celebratory tea parties for patients.

“A huge congratulations Ann and thank you for all that you do.”

Reflecting on her award win, Ann said: “I was surprised and delighted when I heard I had been nominated for the award. I had a mixture of emotions, at first, I was surprised and excited, then nervous, but most of all proud to have made it to the final five nationally.

“I attended the awards evening in Manchester, which was a fantastic evening. There was a mix of celebrations and inspirational talks, including one by Aaron Phipps, Paralympian wheelchair rugby player, who was part of the team who won the gold medal in the 2012 London Paralympics.

“As the awards evening progressed, I was in awe of the winning teams and individuals and their stories. As they read out the finalists in my category, I was not expecting to win – it’s safe to say I was speechless when my name was called out as the winner.

“Winning the award was such a special moment that I will treasure, especially being able to celebrate with my family in attendance.

“I’m incredibly proud of this achievement and thoroughly enjoy all aspects of working with my team, colleagues at PAHT, patients, visitors and the local community.”

Garden party at Buckingham Palace

It is an honour for anyone to be invited to attend one of the garden parties at Buckingham Palace, and a number of PAHT people and volunteers have received the special invitation over the years.

Despite joining an audience of thousands, the event creates special memories for attendees – walking through Buckingham Palace into the gardens, the superb organisation that allows everyone to enjoy afternoon tea, listening to two military bands playing a surprisingly wide selection of tunes. But also, the ability to wander freely through the Royal Family's garden and be surrounded by people who have given so much to their communities.

Last year, PAHT was represented by consultants Mr Allen and Mr Adlam who are pictured with their wives. Collectively, they have over sixty years' experience in orthopaedic surgery.

The 2024 parties will take place after this report goes to press, but PAHT's Caroline Ashton-Gough and Janice Bernado will be flying the flag.



Bringing song to patients with dementia



The reaction of patients experiencing various symptoms of dementia to music they have loved can be astonishing, almost like opening a locked cupboard of memories.

PAHT's Admiral Nurse Caroline Ashton-Gough and Harlow Hospital Radio volunteer and former music teacher Linda Ranger take their keyboard and assorted instruments into the wards on Friday afternoons. Other volunteers regularly join them.

The reactions vary, some positive, some not so. For some patients, it is their loved ones who are overcome by what music can bring out of someone who is normally quiet and not very communicative. Every ward visit can be totally different.

Staff too appreciate the change to what can be a challenging working environment.

Cultural evening goes with a swing



PAHT celebrates a truly multicultural nursing team and International Nurses' Day was designed to help bring people together – recognising that many of them are a long way away from their family home.

As well as a quiz, there was even a fashion show where staff members showed off their national costumes. And of course the wonderful CM20 band, fusing eastern and western styles with superb musicianship.

But it was the final part that took us all by surprise – a Bollywood disco.

It went so well there was another event in September and two more are planned for 2024. We can't wait to do it again.



Cheers to our champions

The Patient Panel is in a unique position, we act as a reflective adviser ensuring the patient's voice is heard and throughout the year we have the pleasure of meeting outstanding colleagues. During 2023, the Patient Panel had the honour to present awards at the following events.

Patient Panel Allied Health Professional (AHP) award winner

Occupational therapist Carmelo Zimba went the extra mile for a complex patient who was recently discharged from hospital. She was met with a huge number of hurdles to overcome for this particular patient to have the equipment they need in their home environment. She provided excellent care, compassionately, and kept the patient at heart even after they had been discharged from our care to ensure this patient was safe in their home environment. This positive impact ensured that the patient did not have to return to hospital, was kept in their home environment and she communicated these challenges for the benefit of other future patients to improve the process in the future.



Thank you to our people, patients, visitors and paramedics – £1,600 raised for the Royal British Legion Poppy Appeal

Once again, the Patient Panel supported the poppy appeal. Our fantastic estates team helped us distribute hanging baskets and planted poppies about the site including the two tommy statues.

The main entrance to the hospital was lit up red at night and our communications team helped with new pop-up stands displayed in the main entrance.

We do like to make our stands interesting and this year we were helped by students from

St. Michael's Church of England School, Bishop's Stortford, with poems about Remembrance Day.

Each year we pin on the poppies, listen as people recall loved ones, their personal experiences of conflict and hold a hand when needed. Below are some of the teams that came forward.

In the past we have had recordings of the last post and our own portable microphone, but this year we appealed to our community for a bugler and Lynette Bonfield



Estates and facilities awards

Awards for dedication and commitment to providing high-quality care and experiences to our patients were given to the following: Dan Breeds (portering supervisor), Claire Laporte (housekeeper), Xavier Cochrane-Andrews (transport driver), Laura Maynard (catering), Ben Hickey (estates) and Sue Christopoulos (domestic).

Patient Panel Healthcare Scientist award winner

The winner of this year's Patient Panel Healthcare Scientist Award is Phlebotomy Team leader Yvonne Haddow. Nominations for this award reflect the positive impact to the patient of their service - they are the people who have 'gone the extra mile'

Yvonne was presented with her award by Angela Weeks, who was standing in for Ann Nutt who was receiving her own Unsung Hero Award in Manchester at the same time!



volunteered; Harlow Hospital Radio set up the speakers and sound system; and our chaplaincy team always prepares a beautiful service.

As we stood outside the hospital main entrance when the bugler started to play, we were joined by colleagues and patients paying their respects.

Our chief nurse laid a wreath on behalf of the NHS. Lisa Reid, an ex-military nurse and Macmillan nurse, laid a wreath on behalf of the veterans and Ann Nutt laid

a wreath on behalf of the patients and community.

Thank you to all who took part including pharmacy, safeguarding, maintenance team, Quality First, secretaries, research, consultants, board members, hospital radio, cancer services, finance, allied health professionals and my marvellous team of Patient Panel volunteers.



New Elective Care Hub

PAHT are delighted to be working together with Hertfordshire and West Essex colleagues to create additional elective care capacity at St Albans City Hospital for West Essex and Hertfordshire patients.

A whole new block is being built next to the current theatre suite, where two of the theatres and the procedure room will be for patients whose care is provided by either East and North Hertfordshire NHS Trust, The Princess Alexandra Hospital

NHS Trust or West Hertfordshire Teaching Hospitals NHS Trust.

The hub will see more than 4,400 patients each year who are waiting for non-complex orthopaedic, hip and knee surgery as well as ear, nose and throat procedures and spinal injections. It will open six days a week, and will be separated from emergency services, reducing the risk of short-notice cancellations.

Those who need more specialised care will be seen

at The Lister, The Princess Alexandra or Watford General, depending on which of these would normally provide their hospital care. Patients who could be treated in St Albans but would prefer to be seen at the hospital nearest to them can choose to wait a bit longer if that is their preference.

Staff from all three of the hospital trusts will work together to form a combined theatre team, which will be bolstered by new recruits.

The Princess Alexandra Hos



Developments at St Margaret's Hospital



Images are for illustrative purposes only and are subject to change.

Planned to be open from autumn 2025, there will be extended opening times and additional equipment at St Margaret's Hospital Community Diagnostic Centre.

This will support quicker and more local access to diagnostic

tests close to patients' homes.

New ultrasound, cardiology and respiratory equipment, a relocated MRI scanner, plus extended X-ray hours, plus additional phlebotomists are among the benefits of the programme.

Hospital – new build update

It's been a while since we heard from PAHT about its new hospital, but the trust has reassured us that everything is still on track following the Secretary of State's public announcement in May 2023 that a new hospital would be fully funded as part of the government's New Hospital Programme.

PAHT staff have been working behind the scenes with the New Hospital Programme

team on their national model for new hospitals: Hospital 2.0.

Hospital 2.0 takes a centralised approach to building and redeveloping all the new hospitals so they can be built faster, better and more efficiently. When the Hospital 2.0 guidance is complete, PAHT will resume engagement with patients and communities.

All being well, it is anticipated that building work will start on the new hospital in 2027, with enabling works starting from 2025. Negotiations with landowners have been reinvigorated and preparation for planning permission has started.

There will be further new hospital updates in due course. For more information in the meantime please visit www.newpah.org

Images are for illustrative purposes only and are subject to change.

Patient Panel members

Pam Dixon
A founding member of
the Patient Panel passed
away peacefully
March 2024

Andrew Stuttle
Complaints, quality,
volunteer with the
chaplaincy services

Khalid Javid

Nishall Garala
International
community liaison
(new member)

Maria Massidda
(retired February 2024)

Frank Sumair
End of life, falls

Ann Nutt
Chair

Quinton Cartlidge
Medicine
management

Mark Ranger
Harlow Hospital
Radio, editor of the
annual report

Victoria Kerr
Young people with
additional needs

Mark Hamilton
Children and young
people services,
research

Jaqueline Jackson
Complaints, nutrition

Nic Taylor
PLACE assessment,
Royal British Legion
Poppies, PP friend

Helen Crompton
Medical photographer,
PP friend

Diane Deane-Bowers,
Vice-chair
Artificial intelligence,
discharge

Sandra Newens
Eye Unit, complaints

Moira McGuinness
Community events,
training
(new member)

Rita Dovey
Carers and vulnerable
people
(new member)

Audrey Taffs
(retired March 2024)

Chris Cook
Head of research PAHT
(retired April 2024)
PP friend

Karen Abraham
Graphic designer,
PP friend

Angela Weeks
Research, pharmacy,
falls

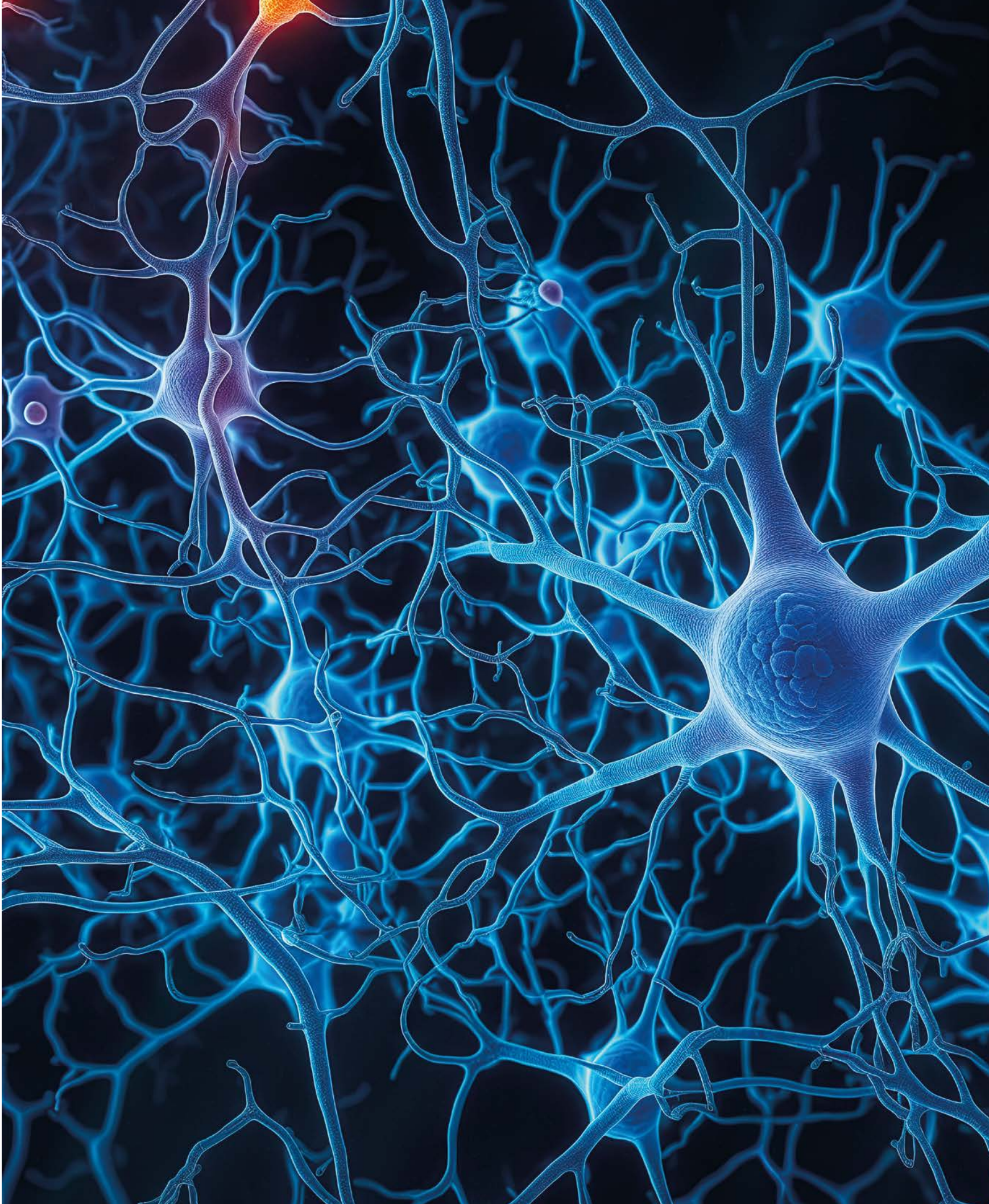
Cyril Cleary
Cancer services
including information
and engagement

Vipin Patel
Patient portal
(new member)

Kieron Clegg
Telephone surveys
(retired April 2024)

NEWS FLASH

Ann Nutt, Patient
Panel Chair awarded
British Empire Medal
in His Majesty The
King's 2024 Birthday
Honours list.



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