

## Research & Innovation

The Trust has always prided itself on achieving a high level of quality research for its size as a small specialist Trust. It provides patients with opportunities to be involved in the development and trialling of new treatments and clinicians an opportunity to learn and grow their expertise.

Research at the RNHRD covers a spectrum from laboratory based studies eg investigating the genetics associated with a particular disease and potential differences in prognosis; clinical trials researching new treatments eg medications or therapies; as well as assessing the patient experience eg finding out what, how and when patients need education about having a long-term condition. Projects exist in all the specialty areas treated within the hospital.

The Trust was successful in attracting a significant amount of grant funding during the 2009/10 financial year. Funding awarded was just over £1.7 million. During 2009/10 external grant funding was awarded to;

- Dr Candy McCabe, NIHR Career Development Award.
- Dr Lance McCracken, NIHR Research for Patient Benefit award and St John's Hospital project grant.
- Prof Neil McHugh, ARC programme grant in collaboration with Manchester and a Severn Deanery Academic/clinical fellowship.
- Dr Esther Crawley Action for ME, The Linbury Trust and The Ashden Trust.

The Trust continues to work closely with local universities and maintains its support for staff undertaking higher degrees, helping to secure research infrastructure and resources for the future.

## Occupational Therapist receives award

Sandi Derham, Occupational Therapist, Clinical Specialist in Rheumatology, has been awarded the arc prize in rheumatology for occupational therapists. Sandi was presented the silver medal at the British Health Professionals in Rheumatology conference in Birmingham, for a paper on the Multi-disciplinary fibromyalgia coping skills programme at the Min.

## Professorship for Consultant Nurse at the Min

Candy McCabe has been appointed as Professor of Nursing and Pain Sciences, within the Department of Nursing and Midwifery in the Faculty of Health and Life Sciences, at the University of the West of England (UWE).

Candy's appointment began on the 1st April 2010, and she will continue to split her time between working at the University, to continue her research into the mechanisms of chronic pain, and leading the Complex Regional Pain Service at the RNHRD.

The RNHRD has a national and international reputation for its research and clinical management of chronic pain, whilst UWE works closely with business and industry to ensure that teaching and research have a direct relevance to society. This shared post between two leading institutions will be an excellent opportunity to promote and support the development of clinical academic careers across a wide range of different health professionals. Specifically, it will facilitate post-graduate students at UWE to spend time on clinical placements which are directly relevant to their research within the RNHRD's Bath Centre for Pain Services and for those at the Trust to be linked to a wide network of leading researchers at UWE.

## Plans for 2010/11

We are committed to continuing improvements to our patient services and to maintaining our specialisation. The Annual Plan for next year continues to concentrate on making sure that we lead the way in efficient working practices to make the most of our existing skills and resources, and develop our specialist services to deliver sustainable growth.

For a full version of the RNHRD Annual Report and Accounts,  
or for more information about our services please contact us on 01225 465941  
or visit [www.rnhrd.nhs.uk](http://www.rnhrd.nhs.uk)

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust, Upper Borough Walls, Bath, BA1 1RL



Royal National Hospital  
for Rheumatic Diseases  
NHS Foundation Trust

## Annual Review 09/10

### Welcome to our Annual review

Welcome to our 09/10 Annual Review. We hope that you find this an interesting account of some of our highlights over the year. The following is a summary of the Chair's statement taken from the 09/10 Annual Report.

The Royal National Hospital for Rheumatic Diseases, locally known as the Min, is a small, specialist Foundation Trust in the centre of Bath, providing services for a range of specialist inpatient and outpatient rheumatology and complex rehabilitation services, including neuro rehabilitation, chronic pain and chronic fatigue syndrome/ME. The Trust attracts referrals from across the UK in addition to providing rheumatology and rehabilitation services for the local health community.

So how has the Trust done in 2009/10?

The Trust has performed admirably through the year in regard to quality and patient safety, with patient and staff surveys showing positive results. The Trust's Quality Report shows that key targets have been met, and we shall continue to be vigilant to ensure continued compliance. This sits alongside the steps in place to assess Quality of Care which includes the use of the Trust's own measurement tool, Vital Aspects of Clinical Care. In addition to this the Trust generated a financial surplus of £64k for the 09/10 financial year.

Across the year, the Trust has continued to attract funding to invest in research and the Trust remains a major contributor to research projects in its service areas.

There has been a huge level of interest in the Trust's performance exhibited by the Council of Governors who have challenged the Board on both strategic direction and operations. The Trust is fortunate to have a group of Governors who show ceaseless enthusiasm for the Trust and all it stands for.

Whilst members of the Board have driven the developments across the year and provided direction, communicated to staff through the Chief Executive's briefings and staff meetings, it has been through the hard work and dedication of the Trust's staff that the achievements of the Trust set out in the Annual Report have been made.

The Board and Council of Governors are extremely grateful for these efforts and proud that staff are prepared to face up to the vagaries of these challenging times. We believe the Trust is well placed to meet any additional challenges which may arise as the Trust moves into the next financial year and beyond.



[www.rnhrd.nhs.uk](http://www.rnhrd.nhs.uk)

# We will provide excellent, high quality care supported by research and development, education and the empowerment of patients and staff.

## Care Quality Commission finds high level of patient satisfaction at the Min

Findings from the Inpatient Survey 2009, published by the Care Quality Commission, demonstrate that patients from our hospital report a high level of satisfaction with the overall quality of care. 316 patients who were inpatients in 2009 answered a range of questions covering areas relating to; care and treatment, cleanliness, mixed sex accommodation, waiting times, quality of food, complaints, and overall experience.

The Min was rated in the top 20% of trusts overall for the following questions;

- Did you feel you were treated with respect and dignity while you were in hospital?
- How would you rate how well the doctors and nurses worked together?
- Overall, how would you rate the care you received?
- While in hospital, were you ever asked to give your views on the quality of care you received?
- Did you see any posters or leaflets explaining how to complain about the care you received?
- Did you want to complain about the care you received in hospital?

The Min achieved the best scores nationally for the following 7 questions;

- Was your admission date changed by the hospital?
- Did you ever share a sleeping area with patients of the opposite sex?
- Did you feel threatened during your stay in hospital by other patients or visitors?
- Were you offered a choice of food?
- Did a member of staff explain how the procedure had gone?
- Did you receive copies of letters sent between hospital doctors and your family doctor?
- While in hospital, were you ever asked to give your views on the quality of care you received?

These are excellent results for people who need the services provided by our hospital. We are committed to providing high quality care. Our staff are dedicated to providing excellent, safe services and a positive experience for our patients. It's thanks to their hard work that our patients continue to report a high level of satisfaction with the quality care they receive.

## RNHRD Amongst the top Trusts in the country for treating people with dignity and respect

The Outpatient Survey 2009, published by the Care Quality Commission, finds our hospital amongst the top 20 per cent of Trusts in the country for patients feeling that they have been treated with dignity and respect.

The results find our Trust in the highest 20 per cent of Trusts in the England for over seventy per cent of the questions involved in the survey. 595 adults who used our outpatient department during Spring 2009 responded to a range of questions which covered areas relating to; the cleanliness and confidence or trust in the doctor examining and treating them.

Our Trust achieved the highest score for all Trusts nationally for the following questions:

- Were you given enough privacy when discussing your condition or treatment?
- Were you given enough privacy when being examined or treated?
- Were you involved as much as you wanted to be about decisions about your care or treatment?
- If you had an important question to ask [another professional] did you get the answers that you could understand?
- Did you receive copies of letter sent between hospital doctors and your family doctor?

Tanya, from Devizes, is a patient at the RNHRD and said:

"The Min is a wonderful hospital. I have always been treated with the best care both emotionally and physically. The continuity of the Doctors, nurses and staff is amazing and reassuring. They are always knowledgeable about my case medically and as an individual. I couldn't imagine a better place to be when you are unwell."



## High standards in infection prevention and control

We continued to maintain high standards in infection control. The Trust has one of the lowest rates of Healthcare Associated Infections in the country with no case of MRSA bacteraemia attributed to the Trust for over three years, and no cases of Clostridium Difficile during 2009/10.

The Trust is fully compliant with national standards, and the Trust's own policy, for MRSA screening. The Trust has good integration of infection control from Board to ward and is fully signed up to putting patient safety at the centre of all clinical activity and keeping our environment clean and safe for our patients.

## New expert to lead the AS service

We are delighted to welcome Consultant Rheumatologist Dr Raj Sengupta who joins the Trust to lead its national specialist Ankylosing Spondylitis (AS) Service.

AS is a chronic inflammatory spinal condition which affects about 1 in 200 people nationally, and predominantly affects young people, with onset being in late teens and twenties. It causes pain and stiffness and can lead to significant disability.

Our Trust has a long tradition of providing excellent clinical care for people with AS both locally and nationally. Raj will lead our specialist multi-disciplinary AS team in the diagnosis, treatment and rehabilitation of people with this complex condition.

Dr Sengupta said: "I am delighted to have the opportunity to work with the AS team to build on the high quality care already provided, and ensure the delivery of a service that makes a positive difference to those people who need our help in the management of this condition."



## Patient safety award

The Trust's Vital Aspects of Clinical Safety (VACS) system was shortlisted for the data/information category in the national Patient Safety Awards. There were over 400 entries for the awards, all of which had to demonstrate how they are addressing safety in all areas from leadership and clinical practice through to infection control and technology.

VACS is an audit system which measures quality of patient care and patient safety in each of our ward areas. Amanda Pacey, Rheumatology General Manager and Head of Nursing, was instrumental in developing this software. To be shortlisted from so many entries was a great achievement and demonstrates how seriously the Trust takes patient safety.

## Therapists at the Min awarded for national Award

Julie Russell, Rheumatology Physiotherapy Outpatient Service Lead, and Sandi Derham, Rheumatology Occupational Therapy Service Lead/Clinical Specialist, made the shortlist in the 2010 Advancing Healthcare Awards. These Awards recognise and reward projects and professionals that lead innovative healthcare practice and make a real difference to patients' lives in the healthcare science & allied health professions. The focus is on leadership with awards from the Department of Health to recognise outstanding clinical leaders. The entries were based on:

- Measurable achievements
- Cost effectiveness
- Leadership & team working
- Making a difference to patient/client care

Julie and Sandi entered the Enhancing Self-Care and Independent Living Category with the multi-disciplinary 'Bath Fibromyalgia Outpatient Coping Skills Programme' and reached the final three. They were presented with their award by Greg Dyke former Director General of the BBC and Patron of the Department of Health Leadership Council at a ceremony held in London on March 12th 2010.