

Conversation

with Maggie



Welcome,

January is very nearly behind us and I wanted to take a moment and reflect on how well we have pulled together to manage a very busy winter so far.

Just as winter started to bite we opened a new Urgent Treatment Centre and relocated our Outpatients Department.



Lots of work went into making sure things went smoothly and I want to say thank you to everyone involved.

We have seen huge levels of demand for our services, lots of very unwell people needing our support and even with the Urgent Treatment Centre up and running waiting times have crept up.

I know just how hard colleagues in the Emergency Department are working and how committed they are to supporting our community.



It's so important that we are all aware and help them when the pressure is on. Your support could be crucial to a patient in the department and improving their experience of our care.

We know that the our wards are very busy too.

The new 14-bed Community Unit has been opened to care for people who may be medically fit for discharge but could be waiting for social care or might need a bit more nursing support before they leave.

Hopefully this will help us improve flow through the hospital and reduce pressure in our Emergency Department. We can all help.

One of the key issues for us recently has been a number of people leaving the hospital without Discharge Summaries.

It is absolutely vital that we complete this before they leave. It is crucial for their care and it is entirely within our control.

There will be more information in e-Bulletin and around the Trust but I am sure you will all agree that no patient should leave hospital without a completed Discharge Summary. Our patients and our community expect nothing less.

This month also saw the official launch of the Trust's new Quality Improvement training.

I am delighted that the training and support is there and urge you all to take the opportunity to refresh your skills and to think about what you could do better.

It will be hugely important in our Getting to Good journey.

Speaking of which – we expect an unannounced inspection from the Care Quality Commission in our Acute Services any day now.

We have come a long way since inspectors were last here and it is a great opportunity for you to show off what your teams and services have been up to.

It has been a very busy few months and there's lots of work still to do but I am so proud of the progress that we are making.

Remember to take care of yourselves and one another.

Best wishes,
Maggie Oldham
Chief Executive, Isle of Wight NHS Trust

