

April 2015

Membership Matters

Chairman's welcome

A warm welcome to all members and supporters of our Trust.

You will be aware that the NHS has been under considerable strain during a winter of continually growing demand for acute services at hospitals. A range of initiatives is underway to reduce this demand, notably through more work in Community Health Services and pilots of more integration between health and social care. At our Trust, there is particular effort being made in the Malton and Selby areas on pilot Community Hubs and we are working hard with our

commissioners to develop other improvements in community care across the entire area. This transition will take a number of years however, and while national austerity means there is no growth in NHS funding, hospitals nationwide are experiencing financial deficits and extreme pressure on meeting waiting times and other targets.

As you will have heard, the Scarborough and York sites at the Trust have not been immune from



this and the Trust is likely to end the year with a financial deficit and will be slightly below target on a small number of the many operating targets we are set.

The Care Quality Commission (CQC) has completed a major planned inspection of all the Trust's activities in mid-March and we await the official result of this important process – which will be made available to the public shortly. The Trust continually seeks to learn from feedback from all sources and we will address any issues the inspectors comment upon.

Our Governors continue to

seek assurance about the prudent and effective running of the Trust, and we are working very openly with them to regularly update them on all new initiatives and the ways we are tackling any emerging problems.

I completed my nine years on the Board of the Trust in March and am delighted to hand over the Chair role to Sue Symington, appointed recently by our Governing body. I have enjoyed very much the challenges of helping to develop the work of the Trust over these years and am confident that the

Continued on page 2 >

A Living Wage employer

York Teaching Hospital NHS Foundation Trust has once again agreed to implement the National Living Wage for its employers, and has been paying the updated rate of £7.85 an hour from 1 January 2015.

The Board of Directors agreed to implement The Living Wage for the financial year 2014/15, reviewing it every April. However, after a staff member raised the issue with Chief Executive Patrick Crowley at a staff drop-in session, the Board made a quick decision to adopt the new rate of £7.85 with effect from 1 January 2015.

The Living Wage is a voluntary scheme designed to encourage employers to raise the pay of



those on the lowest incomes, to ensure that it covers the basic cost of living in the UK.

The 2015 Living Wage was announced during Living Wage Week in November. It was set at £7.85 per hour, an increase of 2.6 per cent on the 2013 rate and 21 per cent higher than the national

minimum wage of £6.50 per hour.

Patrick Crowley, Chief Executive, said: "Since April 2014 when we first adopted the living wage, 630 of our staff working across the whole Trust, including Porters, Catering, Domestic and Health Care Assistants, have been paid the National Living Wage.

"Adopting the Living Wage forms

part of our aim to be an employer of choice in all the communities that we provide services for, and despite the significant cost, we felt strongly that it was the right thing to adopt the new rate and to implement it with affect from 1 January 2015.

"We are extremely proud to play our part in continuing the City of York's long history of socially responsible employers who endeavour to improve the quality of life for their workers."

Shane Sayner, Domestic Assistant at York Hospital, said: "Staff on band ones are over the moon that the Trust has agreed to implement the 2015 National Living Wage.

"Over 600 staff will benefit from this which amounts to a £30 monthly increase on our salaries."

Get involved: to become a member of York Teaching Hospital NHS Foundation Trust

call **01904 631313** Email: enquiries@york.nhs.uk Join online: www.york.nhs.uk

[@YorkTeachingNHS](https://twitter.com/YorkTeachingNHS) [York Teaching Hospital NHS Foundation Trust](https://www.facebook.com/YorkTeachingHospitalNHSFoundationTrust)

Chairman's welcome

Continued from page 1 ► organisation is well led by a very competent and experienced Board of Executive and Non-executive Directors, who marshal the efforts of over 8,500 dedicated staff. I have always been struck by the excellent support we receive from charitable groups, volunteers, governors and members. I know you will continue to support the Trust as it navigates the challenges ahead in its mission of being trusted to provide safe, effective and sustainable healthcare for our communities. I look forward to hearing how the Trust progresses, as I take up my new role as Chairman of Colchester Hospital University NHS Foundation Trust. I hope you enjoy this newsletter and we always welcome feedback from you on what you would like to hear more about.

Alan Rose, Chairman

Nurse Bank comes to York

SINCE the integration of Scarborough and York Trusts the organisation has managed temporary nurse staffing in two different ways. Scarborough has an in-house bank, whereas NHS Professionals manage the service for York.

Following a review of the services and having listened to the views of a wide range of staff, an in-house bank service is set to return to York. Notice has been served on the Trust's NHS Professionals contract which means the Scarborough based Nurse Bank team will manage all temporary nurse staffing requests from 1 April 2015.

Beverley Geary, Chief Nurse said: "This is positive development which will increase patient safety and continuity of care. An in-house bank will enable us to have a consistent approach to care, with shifts being worked by staff that are familiar with the organisation and have been recruited by the Trust in line with our values."

Amy Messenger, Nurse Bank Manager said: "The team and I are really looking forward to having the opportunity to provide the same level of support and commitment to our colleagues in York as we do in Scarborough."

CQC inspection visit completed

THE CARE Quality Commission (CQC), the independent regulator of all health and social care services in England, carried out a planned inspection of the Trust's services in March.

During the inspection the CQC gathered information in a number of ways. These included

speaking with people who use services and interviewing individual directors as well as staff of all levels. In addition they held drop in sessions for people who use services and staff and held focus groups.

The information is then analysed to judge whether the

Trust's systems are safe, effective and caring, whether they are responsive to people's needs and whether they are well-led.

Results of the inspection will be published in the summer. Further information about CQC inspections can be found on their website at www.cqc.org.uk.

New name and new look for restaurant

A SUBSTANTIAL investment to upgrade catering services at York Hospital was celebrated in February at a special event dedicating the restaurant to a much loved former staff member.

The former Mallard restaurant at York Hospital recently unveiled its new look following an extensive refurbishment. It has been renamed Ellerby's as a tribute to Keith Ellerby, a much respected member of the catering team who tragically lost his life in a sea fishing accident in October 2011.

The new restaurant was opened by Keith's wife Susan.

Keith was just beginning his fiftieth year working for catering services at the Trust after starting his career in Bootham Park Hospital in 1962 as an apprentice



Peter Mills, Head of Facilities York, and Brian Golding, Director of Estates and Facilities, with Susan Ellerby, wife of Keith

chef. Before he died he had risen to become the Trust's food safety and quality manager.

Peter Mills, Head of Facilities at York Hospital, said: "We are delighted with the new Ellerby's restaurant, it's been a huge undertaking and a massive investment for the Trust. It's an honour to be able to dedicate the restaurant to Keith Ellerby

and I'm sure he would be very proud of what we've achieved."

The Trust has invested £4.3 million, to include a complete rebuild of the kitchen and dining room area and the creation of a central production unit.

Ellerby's is open to staff and visitors from Monday to Friday 07.00-18.00 and weekends from 09.00 - 16.00.

New Scarborough ward named Lilac

SCARBOROUGH Hospital's brand new surgical ward – Lilac Ward – was officially opened at the end of March.

The official opening event was held before the ward underwent a programme of deep-cleaning before opening its doors to its first patients on 13 April.

The ward, which is located on top of Maple Ward, has 31 beds. There are 15 single rooms and four, four bed bays. The



ward also features a Surgical Assessment Area, which will help streamline the patient pathway for patients requiring surgery, meaning care for surgical patients is greatly improved.

Lilac Ward is the first ward

nationally to have been built using a design solution called the repeatable room design.

Alan Rose, Chairman of the Trust, said: "Lilac Ward represents the finest piece of real estate across all of our sites. It will be a wonderful new facility for surgical patients at Scarborough Hospital and represents a great example of reaping specific benefits from combining the strengths of Scarborough and York."

Governor Updates

Every NHS Foundation Trust is required to have a body of elected governors. York Teaching Hospital NHS Foundation Trust has a Council of Governors, which is responsible for representing the interests of Foundation Trust members,

patients and carers, staff members and partner organisations.

Its prime role is to represent the local community and other stakeholders in the stewardship of the Trust. They work with the Board of Directors in an advisory

capacity, bringing the views of staff and local people forward, and helping to shape the Trust's future. They have a right to be consulted on the Trust's strategies and plans and any matter of significance affecting the Trust

or the services it provides.

In this section some of our Governors would like to update you on the different ways they have become involved to ensure that, as members, your views and interests are represented.

York Governors: Penelope Worsley, Helen Fields, Robert Wright, Paul Baines and Margaret Jackson

As a group we have tried to attend as many of the Board of Director Meetings, ad-hoc Governor Seminars, visits to different units and departments and committees where we represent colleagues on the Council of Governors.

Penelope has been kept busy visiting various departments and listening to staff and patients. She has a special interest in the Maternity Service Liaison Committee and the Renal Unit. She visited the renal unit recently to see how art is playing an important part in the users' lives and the mortuary at York Hospital to understand

the service provided.

The views of patients and the community, including the Members, are sought by a variety of means including individual contact, by attending Patient Participation groups at the local GP Surgeries and by attending the open meetings at the local Commissioning group (CCG).

The development of a Psychiatric Liaison Service based in the Emergency Department in York is very much supported by the Governors who will be interested



Helen Fields



Paul Baines



Penelope Worsley



Margaret Jackson



Robert Wright

to hear of the outcome of the current pilot scheme which is a joint venture between the Trust and the Leeds and York Partnership NHS Foundation Trust.

The Patient Experience Team has changed its focus to look at the whole patient experience rather than concentrate on

patient complaints and concerns. A new information booklet is being developed after wide consultation entitled "Your Experience Matters". These will replace the complaints/concerns leaflets. Patients and their families/carers should be encouraged to give comments about their care.

Bridlington Governor: Clive Neale

I WAS recently elected as a Public Governor, joining Terry Atherton in representing the Bridlington constituency. Since the election I have been undertaking a comprehensive, and very interesting, induction to the Trust covering its broad range of activity, meeting key personnel and visiting a number of sites. I was astonished to discover the number and variety of sites operated by the Trust.

I was involved in the selection process for the new Chair of the Trust, and also for

the Deputy Chief Nurse.

Of major concern to me, and I am sure other Bridlington-based members, is the long term future for Bridlington Hospital. I am pleased to report that following the initial "bedding in" of the merger of York and Scarborough there is a clear commitment by the Board to the Hospital. This will obviously take time and resources to come to fruition but there is a clear will to fully utilise Bridlington and give it a prominent role within the Trust for specific specialties. Evidence of this

can be seen in the appointment of a new Consultant Orthopaedic Surgeon, Adnan A Faraj, who will be based in Bridlington.

Finally, whilst I do attend Bridlington Health Forum, I am keen to receive comments and/or feedback regarding the Trust, in strictest confidence where applicable, and establish closer ties with members within our area.



Clive Neale

Hambleton Governor: Jane Dalton

AS A member of the Nominations and Remuneration Committee, I was pleased to take part in the recruitment process for the new Chair and I would like to congratulate Sue Symington on her appointment. At the same time, I would like to give personal thanks to our outgoing Chair Alan Rose for his dedication and support for the Council of Governors during his term of office.

I attended a meeting in February at the Galtres Centre in Easingwold where discussions focused on future opportunities for development at St Monica's Hospital. Among the various

attendees were representatives from York Teaching Hospital NHS Foundation Trust (including staff from St Monica's), the League of Friends

of St Monica's, Vale of York Clinical Commissioning Group, and local GPs.

At the meeting, Mike Proctor (Deputy Chief Executive at the Trust) explained that the Trust wishes to build on the excellent reputation of St Monica's to help bring about



Jane Dalton

some necessary changes to the way care is currently delivered from this site. In order to maximise the benefits this hospital can bring to a larger number of people, on the table for discussion is increased focus on the delivery of high quality community-based services.

The meeting provided an initial opportunity for attendees to discuss and feedback thoughts on what these future services might look like, together with any challenges and risks. As your elected Governor, I will press for follow up on the next steps in this process.

A full list of members is below:

THE COUNCIL OF GOVERNORS Elected Governors

Bridlington – Terry Atherton, Clive Neale
Hambleton – Jane Dalton
Ryedale & East Riding – Jeanette Anness, Sheila Miller, Jenny Moreton
Selby – Ann Bolland, Andrew Butler
Scarborough – Sue Wellington, David Wheeler
Whitby – Stephen Hinchliffe
York – Paul Baines, Margaret Jackson, Robert Wright, Helen Fields, Penelope Worsley

Staff

Helen Noble, Andrew Bennett (Scarborough & Bridlington Hospitals), Les North (community-based staff), Liz Jackson, Mick Lee (York Hospital)

Nominated Governors

East Riding Council – Dee Sharpe
North Yorkshire County Council – Caroline Patmor
City of York Council – Joseph Riches
Voluntary sector – Michael Beckett (North Yorkshire and York Forum) University – Rowena Jacobs, University of York

Governor Updates

Ryedale Governors: Jeanette Anness, Sheila Miller and Jenny Moreton

We welcome our new Chairman of the Council of Governors, Sue Symington. As governors, all three of us were involved in the selection process. Our sincere thanks go to the outgoing Chairman, Alan Rose, who has been particularly supportive to all the governors. We wish him well in his new appointment.

Recently governors have had an opportunity to visit all ten hospitals covered by the Trust, from Selby to Whitby. Many of the smaller ones are purpose built and very spacious with extra bed availability whereas there are problems with bed availability at the two large acute hospitals (Scarborough and York), which have been highlighted by the press!

This is why the Trust is transferring patients from Scarborough Hospital to the new Orthopaedic Surgery Unit at Bridlington Hospital and also to Bridlington for treatment for macular degeneration of the eyes. Patients are reported to be very pleased with their resulting experiences. It is hoped that this and other changes will help to reduce the pressure due to the increased

activity at both acute hospitals resulting in bed shortages and increased waiting times. Another relevant innovation at Scarborough Hospital is the new discharge lounge.

We are very grateful to the staff at Malton Hospital who rallied round to help set up an escalation ward at Malton during the recent enormous pressure on beds at Scarborough Hospital.

The Scarborough and Ryedale Clinical Commissioning Group has commissioned Ryedale Urgent Care at Malton Hospital which will replace the Minor Injuries Unit from April 2015. Opening times will be increased to 9am – 8pm, 365 days a year, for walk-in patients. To access the Urgent Care Centre (UCC), patients are advised



Jeanette Anness



Sheila Miller



Jenny Moreton

to telephone NHS 111 where they will be given a convenient appointment to attend the centre, alternatively patients can just walk in and wait to be seen during opening hours. Telephoning in advance should reduce waiting time. Outside opening times, patients should ring NHS 111 where they will be given an appointment to attend the Malton UCC and be seen by a doctor if appropriate.

A doctor will be available during the night, either seeing patients attending the UCC via NHS 111 or by undertaking home visits by car. Of course everyone should first try to see their GP and also take advice from pharmacists before accessing the UCC, which is for treatment that is essential the same day but not life threatening. Emergency care will still be accessed by dialling 999.

The Hub at Malton Hospital, providing an elderly day assessment unit in Ryedale Ward, should be established by early April 2015. The community team part of the Hub is already fully operational, providing quality care for people in their homes.

We would like to hear about your experiences of all Trust services. To find out about governors meetings look at the website or attend our meetings, many of which are open to the public.

Selby Governors: Ann Bolland and Andrew Butler

Since our last newsletter, we are happy to report that Selby Hospital has a new Locality Manager, Sharon Hirst. We'll both be meeting Sharon in the near future and in the mean time we wish her all the best in her new role.

We have also attended the Constitutional Review, Electronic Prescribing and Board meetings to make sure we're being kept up to date with developments in the Trust.

One of the duties of the Council of Governors is to interview and appoint Non-executive Directors to the Trust's Board, and with Alan Rose completing his term of office we were involved in appointing a new Chairperson for our Trust.

Assisted by the Trust's HR department, the Council of Governors cast the net wide to find the right person for this important role.

We both took part in the selection and appointment process and would like to welcome Sue to the Trust and to wish Alan all the very best in his new role in Colchester. Alan's support and wealth of knowledge has been invaluable in developing our roles as Governors and we will miss him greatly.

Andrew has been working with a sub-group of Governors to appoint new Auditors for the Trust. The process was incredibly in depth so we'll spare you the full details! This robust tendering process led us to recommend that 'Grant Thornton' be appointed, which was ratified by the Council of Governors in January.

Ann has taken part in Nominations and Communications meetings and is a member of The



Ann Bolland



Andrew Butler

Fairness Forum. As a member of this committee she was asked to take part in Equality and Delivery Systems, EDS2, which aims to promote equality and reduce health inequalities. York Trust is signed up to this assessment process, with NHS vale of York CCG, Leeds and York Partnership Foundation Trust, Healthwatch, MIND and many more valued stakeholders. The actual assessment that the Forum is looking at is Improving Patient Access, and this took place in March.

A major development in our area is the Selby Community Hub, which went live on 26 January. This is a new initiative being trialled in Malton and Selby Hospitals, aimed at delivering integrated care to people closer to their home rather than having patients brought to hospital unnecessarily. Ann has been following this initiative keenly and we are looking forward to hearing feedback from the hub and seeing better outcomes for patients.

The Friends of Selby Hospital were kind enough to invite us the hospital Christmas party for inpatients. This was a lovely afternoon and well appreciated by those who attended. Father Christmas visited and we had carols from local children. As ever we would like to thank the Friends for the massive difference that they consistently make to the patients of Selby Hospital.

Looking forward, the Patient Led Assessment of the Care Environment (PLACE) will begin again soon which is something we both look forward to taking part in as they are an excellent way to help us understand the workings of our hospitals and see tangible improvements.

We also have our quarterly Council of Governors meeting where we will be seeking assurances on the Trust's performance during this winter, how the Trust is performing financially and the latest update on the scheduled CQC visit.

Whitby Governor: Stephen Hinchliffe

I have continued to attend numerous committee meetings and the governors open meetings, on behalf of the Whitby and Esk Valley members of the Trust. I have been involved this year in PLACE assessments looking at standards of the care environment of the local hospitals, a community committee involved in the new community service hubs being developed at Malton and Selby, and annual planning for the Trust.

I have been also involved in transport issues between our hospitals and parking arrangements across the Trust sites.

Whitby Hospital and the community services are running well and York Trust's responsibility for running these services is now extended to July 2015.

At this point Virgin, the new provider appointed by the local CCG, will take over the hospital and community contract.

I will continue to represent the Whitby and Esk valley members, as many still use York Trust services at Scarborough, Malton, Bridlington and indeed York hospital itself. Malton, Bridlington and indeed York Hospital itself.



Stephen Hinchliffe

Get involved: to become a member of York Teaching Hospital NHS Foundation Trust

call **01904 631313** Email: enquiries@york.nhs.uk Join online: www.york.nhs.uk

@YorkTeachingNHS York Teaching Hospital NHS Foundation Trust