

December 2015

Membership Matters

Chair's welcome

At the time of writing autumn has turned to winter and Christmas is not far away.

Since our last Membership Matters life in our Trust has been exceptionally busy.

In September we received the final report from the Care Quality Commission (CQC) from their visit to our Trust in March of this year. More than 70 inspectors visited the Trust over four days. We welcomed the CQC at the time of their inspection and pledged to accept

the findings of their report with humility. The CQC judged the effectiveness of our Trust to be 'Good' and the standards of care we provide to be 'Good', and they found all of our community services and end of life care to be 'Good'. However they assessed that we require improvement in the areas of safety, responsiveness and being well led which means their overall assessment of our Trust



was 'Requires Improvement'.

While we are disappointed at this outcome, we have created a comprehensive action plan which we are carefully working through. An inspection of this size required the support of all our staff and we are grateful to everyone who contributed to the inspection, including members who attended the open events which the CQC ran in our communities.

Members will have been following in the media the challenges which the NHS overall

faces- increasing demand for our services, difficulties in recruiting nursing staff and some specialty doctors as well as the financial pressures which are being felt across the NHS nationally. Our Trust is not immune from these pressures, and we continue to be proactive and positive in the way we face and tackle these challenges. Our operational teams work tirelessly to provide care for all of our patients, our nursing staff have an on-going

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Meet our new Governor and Membership Manager



The Trust is continually looking at how it can strengthen its engagement with patients and the public.

A key way to develop this engagement is through encouraging a diverse and active membership, as it is the members who elect the Council of Governors.

In order to encourage the recruitment of new members and to engage with existing members and Governors the Trust has appointed a Governor and Membership Manager.

Lynda Provins will take on this new role with immediate effect. Lynda has worked at Scarborough and York NHS Trusts for 21 years

and her roles have included Head of Corporate Governance and Legal Services at Scarborough Hospital,

Head of Integration Governance and Head of the Business Intelligence Unit at York.

Lynda explained: "This is an exciting opportunity and I am very much looking forward to working closely with our Members and Governors.

"I will be supporting the Chair and Lead Governor and will act as the central point of contact Governors and Members. I would welcome hearing your thoughts and comments."

Lynda can be contacted by email at Lynda.provins@york.nhs.uk

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Chair's welcome

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recruitment plan which is bringing good results for our Trust and every one of us is aware of the part we can play in tackling our financial challenges. More than this, we are energetically working with partners across our region to create shared solutions for the care of our patients and we envisage that this positive partnership working will develop still further in the years ahead.

We are keener than ever to involve our membership in the development of our Trust.

It was a pleasure to welcome members to our Annual Open Day and AGM in September where we showcase the diverse activities of our Trust and account to the people we serve for our performance in the previous year. Understanding the needs and views of our local communities is absolutely vital as we shape the future of our services and in 2016 we will be working hard to hear your views and engage you in the thinking and planning. To deliver this commitment I am pleased to let you know that we have appointed a Membership and Governor Manager who will be making regular contact with you in 2016, and will be seeking to grow our membership in the communities we serve. You can help us with this! Please encourage your family, friends and neighbours to become members of our Trust. Every member matters!

You can read more about Lynda Provins, Membership and Governor Manager, and her important role later in this newsletter.

Finally we have said goodbye to five members of our governing body, who are elected by the membership, in 2015. Our grateful thanks go to Sue Wellington, Terry Atherton, Les North, Caroline Patmore and Joseph Richie.

On behalf of our Trust we thank you for your commitment to our work in 2015 and look forward to working even more closely with you in the year ahead.

Wishing you good health and a peaceful 2016.

Susan Symington,
Chair

Compliments rise by 33 percent

Last year the Trust received 9,123 compliments in the form of letters and thank you cards – a 33 percent rise in compliments when compared to the previous year.

In contrast, the Trust received 655 complaints in 2014/15, a reduction on last year's figure of 687.

Beverley Geary, Director of Nursing, said: "We treat

and hear from thousands of people every year and it is testament to our staff that the number of compliments we receive far exceeds the number of complaints.

"Compliments enable us to feedback to staff where they are providing an excellent service and we always make sure that they are passed onto

the team or staff members involved in the patient's care.

"We value all feedback and acknowledge that there are occasions when we don't get it completely right. This feedback, and the learning that arises as a result, can help us focus on the steps we need to take to improve the quality and safety of the services that we deliver."

Helping people stay out of hospital

The Community Response Team Ryedale has been given the thumbs up by residents since its launch in January this year.

The service provides assessment, care, treatment and rehabilitation for patients in their own home so people can reduce their stay in hospital, return home and retain their independence.

The team of health and social care professionals includes physiotherapists, occupational therapists, community nurses, support workers and social workers who work together to provide up to six weeks of rehabilitation in people's own home.

Doris 'Bunny' Hodgkin, 85, was referred to the team following a fall at home where she damaged her hip.



The pain meant that Bunny had severe difficulty getting around the house and both Bunny and husband Ken were struggling to cope with general activities of daily living.

Bunny said: "I was confined to a wheelchair when the team first came out to me and needed

help with everything. They came in three times a day and helped me to walk and become independent again. They worked with me to get me up and around. Nobody could believe the difference in just six weeks. It was a pleasure to have the team in my home and I miss them all."

Revolutionary new service launched

A brand new Trust wide service focusing on diseases of the liver has been launched at York Hospital and is already set to double in size.

After taking almost four years to set up, the Hepatology Service has come to fruition thanks to Consultant Hepatologist Charles Millson,

who brings this particular area of expertise to the Trust.

Charles said: "It's an exciting new development for the Trust to be able to offer a service that concentrates on the medical management of diseases that affect the liver. We will be seeing patients with diseases such as fatty liver disease, liver cirrhosis

and liver cancer as well as viral hepatitis. Patients will no longer have to be referred to specialist services in Leeds and Newcastle, they will be able to be treated at York and Scarborough Hospitals. We already have a waiting list of patients who are choosing to opt for our service so they don't have to travel."

Governor Updates

Community Services Group Update

The Community Services Group is a quarterly meeting of governors and others who represent the localities served by the Trust.

The group looks at any community services provided

by the Trust from Selby to Whitby and reports back to the Council of Governors.

Over the past year the group has taken a particular interest in the development of Community

Hubs in Ryedale and Selby. They have revised the information leaflet given to those using the service, helped to design a user satisfaction questionnaire and reviewed the proposed service

model. In addition the group also informed developments in mobile working for community nursing staff and looked extensively at issues with equipment provision for patients in the community.

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.

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.



Governors had a behind-the-scenes look at catering in York Hospital in December

Public Governors for York

"We are very pleased to welcome John Cooke as a new governor to the team and look forward to working with him. The team represent members and the wider community by attending various meetings such as the Board meetings where we go as observers and play an active role in a number of groups. Seminars keep us up-to-date on aspects of care and the services provided that are of particular interest to us. Our thanks go to the managers who have delivered these for us.

"We had a governor stand at the Open Day held in September at York Hospital prior to the AGM.

"The first of the Regional Governors Workshops developed

by NHS Providers took place in Doncaster. Governors who attended were updated on NHS issues and benefitted from being able to discuss issues with Governors from other Trusts.

"Sue Symington, Trust Chair and the Council of Governors are very keen to increase the number of members and one of the activities planned is to hold drop-in sessions where members can meet some of their local governors and raise and discuss topics of particular interest to them.

"As you will be aware Mental Health Services are now provided by Tees, Esk & Wear Valleys NHS Foundation Trust. We are actively

seeking an update on what care is to be provided to patients with mental health issues who attend the Emergency Department (ED) in York. This was a particular concern for Governors when we worked with staff in the ED in York to support the delivery of the Friends and Family test programme in the department.

"The Trust auditors are carrying out a review of the Trust and plan to report back their findings to the Board of Directors in January next year. The view of Governors has been included in this review and members will be made aware of the findings and recommendations when the report is made public."

Whitby

Public Governor: Stephen Hinchliffe

"Whitby patients continue to use the local hospital for clinics, minor injuries and physiotherapy.

The usage of Scarborough and Bridlington Hospitals by Whitby patients is still good. The Trust's Community Services working out of Whitby hospital is working well and was seen as 'Good' in a recent CQC report. The two wards are still used well.

The Trust ceased to provide the service in December 2015, when Humber NHS Trust took over responsibility for the services provided at Whitby under a new Whitby, Hambleton and Richmondshire CCG contract.



Steven Hinchliffe

Selby and District Governors

Ann Bolland and Andrew Butler

"As you may have been already aware, it is a tremendously difficult time for the NHS and our Trust in general. Along with our other governor colleagues, we have been working hard behind the scenes to make sure that in an incredibly tough climate, the Board of Directors are doing the very best job they can do with the resources they are given from Government and commissioners.

Even with the Government's recent announcement of additional NHS funding in the Autumn statement, times will remain tough for years to come so Governors will be maintaining a close watch on this.

"The two big issues we'd like to touch on are the recent CQC report, and the continued concern surrounding our Trust finances.

"The CQC inspected our Trust in March 2015 and released its report in October. The report spanned

468 pages and gave a great deal of information on Trust practices, but this was boiled down to two words "Requires Improvement".

"Looking into the narrative of the report, it is clear that the Trust was just a hair's breadth away from a rating of "Good". In fact out of the 117 areas inspected, only 37 were "Requires improvement" while the remaining

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Bridlington

Governor: Pat Stovell

"Thank you to members for voting me into the position as a Governor for Bridlington area. I endeavour to do my best in this role for the Trust and its members."

Governor Updates

Ryedale Governors

Jeanette Anness, Sheila Miller and Jenny Moreton

"We think everyone must be aware of the present financial problems within the NHS and as mentioned elsewhere in this newsletter our Trust is in deficit as are the majority of Trusts.

"Governors attended the York Hospital Open Day in September and Jenny and Sheila talked to visitors, patients and staff, and recruited new members. Feedback was mutual and very useful. With almost every department represented, it's also an opportunity to find out about NHS jobs. Sheila and Jenny also attended the Nursing and Midwifery Conference organised by the Trust in September, which focused on how to improve patient care.

"Thanks from Jeanette for voting her in for a second term of three years. Jeanette and Sheila attended a stakeholders meeting on Community Care in Malton with a very positive response from all users and the staff. The Malton Hub is working well in partnership with social services, community volunteers and hospital staff, sharing the same offices in Malton Hospital which aids information exchange. Jeanette attended the regular Community Services meeting giving further feedback from the stakeholders meeting.

"The main benefits of changes to community services have been better support for District Nursing Teams, knowledge of the different services, a decrease in admissions, speedier discharges and provision for intensive therapy. The Community Response teams create a smooth transition to community teams, as well as developing a service that did not previously exist.

"Plans to install a Urology Department at Malton hospital have been slightly delayed due to consultation with CCGs on costs but building works are now due to commence in January 2016.

"The Trust's popular Celebration of Achievement evening was held at the Scarborough Spa in October. Patients and staff can nominate individuals or teams for an award, and there were 250 nominees for 15 awards. This event has done much to improve staff morale.



Jeanette Anness



Sheila Miller



Jenny Moreton

"Sheila updated from the Transport Committee on a new car park concessions leaflet for York Hospital car park which is also available online. It covers issues such as reduced charges due to delays and availability of wheelchairs for patient access in the car park. Improvements are planned in the car park with new signage and larger painted arrows. The group have worked with one York bus company and written to NYCC and ERYCC to try to prevent changes in services for those in rural areas in order to help patients to access hospitals.

"Sheila is helping 12 new nurses from Spain to settle in when they join the Trust in December since she speaks Spanish fluently although of course they need to be able to speak English to work within the Trust. Jenny attends Fairness Forum committee meetings and reports the Trust has negotiated a new one-stop shop contract for translation and interpreting services within the NHS.

"We all attend various group meetings on a regular basis and the Board to Board meetings, which are held quarterly. Our recent Board of Executives to Council of Governors meeting in November provided an opportunity for everyone to get to know each other especially new governors.

Selby Governors *Continued from page 3*

were "Good". Importantly for Selby, our Community Services (which incorporates Selby Hospital) were rated as "Good".

"Whilst we are not convinced that having two thirds of the Trust rated as "Good" should have yielded a "Requires Improvement" rating, it is the CQC's decision. What matters now is that the Trust implements its action plan to make improvements in the areas flagged, good progress has been made and Governors will hear more about this in the New Year.

"In terms of finances, the Trust is on course to end the financial year in deficit, which is deeply troubling for Governors. If this continues the regulator may decide to intervene and force some very unpopular decisions in order to bring the Trust in to financial balance.

"Governors have had several meetings with the Board of Directors to understand the

reasons for the deficit and to hear the plan to remedy this. The Trust has implemented a plan to reduce our costs and increase income. We will be hoping to hear that the plan is yielding improvements by our March meeting.

"Turning to other news, Ann had served her three years as a Governor and had to stand again to seek a further appointment. Her nomination was unopposed and she was subsequently re-elected and started her fourth year in post on October 1st - she is very grateful to have been given the opportunity to serve Selby residents for another three years.

"Along with four fellow Governors, Ann



Ann Bolland



Andrew Butler

attended a workshop in Doncaster of Governors from all over the Yorkshire and Humber region. At the meeting the opportunity to share and discuss ideas was provided along with the day's agenda which incorporated presentations from Monitor, the CQC and regarding Governor's involvement in Trust strategy.

"We continue to attend Board and Governor's Forum meetings where we feed back our ideas and thoughts as well as raising any concerns including those brought to us by the public and members we represent.

"Finally, the Community Hubs in Selby and Malton continue to flourish. The staff are enthusiastic and committed to their roles in supporting the Community Response Teams, the feedback from this project is very positive and that the Hubs are giving real value to improving health care in our communities."

MEET THE GOVERNORS

Governors will be hosting informal drop in sessions in each constituency, to give you the chance to meet your governors and other members from your area, and to ask questions and find out more about our hospitals and the services we provide.

The sessions are open to all Foundation Trust members, and there is no need to book. Why not bring a friend who is considering becoming a member?

The sessions are as follows:

Constituency	Location	Date and time
City of York	York Hospital main entrance	14 January 2016, 3-5pm
Scarborough	Scarborough Hospital (please check the Membership page on our website – see below)	14 January 2016, 3-5pm
Bridlington	Committee Room, Bridlington Hospital	14 January 2016, 4:30-6pm
Ryedale and East Yorkshire	Conference Room, Malton Hospital	14 January 2016, 4:30-6pm
Selby	Selby Hospital main waiting area	14 January 2016, 3-5pm
Whitby	Please check the Membership page on our website – see below	14 January 2016 - time to be confirmed

To view a programme of membership events visit www.york.nhs.uk/membership

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