

June 2014

# Membership Matters

## Chairman's welcome

**W**elcome to our new style of newsletter which is designed to bring you more information about what the Governors you have elected are involved in, as well as an overview from me of the Trust's position.

We will report formally at our Annual General Meeting in September, and in our annual report and accounts, however in summary I can confirm that the Trust has completed the last year in a balanced financial position and with enough funds to continue investing in improved facilities across all of our sites, as we committed to following the

integration of Scarborough and York Trusts. You can read more about some of these developments in this newsletter.

In addition, we are investing in more front line nurses to ensure the quality of care and patient experience are maintained as strong as possible in these times of overall austerity.

The Trust has also achieved the large majority of the caring targets that we are set and aspire to. There have been some challenges, for example in the rates of



some infections (C diff) and the disappointingly high number of patient falls and pressure ulcers that still occur. We are working hard on each of these issues to improve, and are in no way complacent. Waiting times at the two emergency departments have been too high at times in the year, but are improving.

We will be holding elections for a number of seats on our governing body over this summer, and there are details about this later in the newsletter. I urge you to vote in the elections to ensure you continue to have a strong governor body providing oversight to the Board

of Directors of the Trust.

Our lead Governor of the last four years, Helen Mackman, has recently completed her period of office and is replaced by Margaret Jackson. We thank Helen for the significant contribution she has made to the governance of the Trust, and welcome Margaret to the role. Helen will continue as a public governor for York. I am always happy to receive member comments on what the Trust is doing and any thoughts you have, you can email me at: [alan.rose@york.nhs.uk](mailto:alan.rose@york.nhs.uk). Thank you for your ongoing support.

**Alan Rose,**  
Chairman

## All it takes is an introduction...

**Our staff have made a pledge to get onboard the '#Hello my name is...' campaign which calls upon staff to tell patients their name.**

The Twitter campaign was started by Dr Kate Granger, a terminally ill doctor, who became frustrated with the number of healthcare staff who failed to introduce themselves when she was an inpatient.

Graham Ward at Scarborough Hospital is the first ward to adopt the campaign with all staff proudly wearing bright yellow badges which say, "Ask me my name."

Emma Day, Matron in Elderly Medicine at Scarborough Hospital, explained: "The trial of the 'Ask me my name' badges on Graham Ward is going really well and we have heard staff saying their name and introducing themselves more than ever which is great.

"Following the pilot on Graham Ward the Senior Nursing Team will be rolling out the campaign across the whole Trust through a series of presentations. Badges and posters have also been produced to help remind staff to always introduce themselves."



Staff from Graham Ward get behind the campaign

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

call **01904 631313** Email: [enquiries@york.nhs.uk](mailto:enquiries@york.nhs.uk) Join online: [www.york.nhs.uk](http://www.york.nhs.uk)

@YorkTeachingNHS York Teaching Hospital NHS Foundation Trust

## Orthopaedic surgery at Bridlington

Planned operations for orthopaedic patients on the East Coast are now taking place at Bridlington Hospital.

Patrick Crowley, Chief Executive of York Teaching Hospital NHS Foundation Trust, said: "It is increasingly evident that demand for beds for emergency admissions is growing year on year, and is likely to get worse over time.

"This causes us to cancel operations, which is clearly not ideal for our patients, frustrating for our staff, and potentially endangers the sustainability and longer-term future of some of our elective services on the Scarborough site.

"The amount of accommodation available at Bridlington Hospital provides us with the opportunity for a new orthopaedic ward and theatre complex designed around the needs of our patients."

"A modular theatre has been installed and the elective orthopaedic service moved to Bridlington Hospital as planned on 28 April, following significant investment and months of work, including the refurbishment of Kent Ward. From now on all but a small handful of planned orthopaedic cases will be carried out in Bridlington, totalling around 2,000 operations per year.

"Feedback from patients and staff has been excellent and I would like to take this opportunity to thank everyone involved in this project for their hard work to make the move a success."

## Mobile-friendly

Have you seen our new website? It features information about each of our hospitals, including visiting times, directions, and details about services that are provided.

Our recently-launched mobile friendly version of the site makes it even easier for patients and visitors to access information about our hospitals on the move from a mobile device. Take a look: [www.york.nhs.uk](http://www.york.nhs.uk)

## Member discounts

Members should be aware that we are no longer able to offer the member discount scheme, with immediate effect.

We are reviewing our approach to membership and will be considering the types of benefits we may be able to offer our members in the future.

## New car park opens at Scarborough Hospital

Scarborough Hospital's new car park is now open, making life considerably easier for patients and visitors.

The car park has been built on time and to budget and will see a massive improvement for car parking on the Scarborough Hospital site.

For years there have been multiple complaints from visitors, staff and patients alike with regards to the limited parking



available on site so the opening of an additional 262 new spaces is being welcomed by patient groups, local residents and members of the public.

The new car park is designated for visitor and patient use with other areas previously used by patients and visitors available for staff use.

Following feedback from patients, the car park also uses a new payment system. The new pay-on-foot system will ease the worries of those using the car park as users will pay at the end of their visit alleviating concern about tickets running out.

## New 28-bed Fitzwilliam Ward opens

**In order to improve services, the Trust has undertaken building work on Fitzwilliam Ward to enable its bed base to be increased from 15 to 28 beds – creating a single inpatient ward at the hospital, rather than two 15-bed wards.**

Wendy Scott, Director of Community Services, said: "We are committed to the long term future of Malton Hospital.

"We are in discussion with Scarborough and Ryedale Clinical Commissioning Group (CCG) as to how Ryedale Ward might best be used to host other services and develop new models of care.

"As a first step, a day hospice service run by St Catherine's Hospice will be established on



Ryedale Ward. This supports our aim of keeping patients out of hospital and providing care closer to home.

"Additional day care facilities

are also being planned with Scarborough and Ryedale CCG with the express aim of supporting elderly patients with long term conditions."

## Charity update

The York Teaching Hospital Charity is all about improving a patient's experience whilst in our care, from babies born prematurely, to the elderly or infirm and everyone in between. The charity plays a vital role in raising funds for the Trust to help to ensure the best quality of care is provided by funding:

- Life-saving and up to date equipment
- Patient and carer support
- Additional staff and staff training and development
- Research and development
- Improving and enhancing the hospital environment

The charity supports each of our ten hospitals as well as services based in the community,

and every penny we raise is put back into our services for the benefit of our patients.

- visit our website at [www.york.nhs.uk/fundraising](http://www.york.nhs.uk/fundraising)
- call 01904 721737
- email: [charity.fundraising@york.nhs.uk](mailto:charity.fundraising@york.nhs.uk)
- donate online at [www.justgiving.com/yorkteachinghospital](http://www.justgiving.com/yorkteachinghospital)

# Why Governors matter to your Trust

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.

You can email the governors via [enquiries@york.nhs.uk](mailto:enquiries@york.nhs.uk). If your email is for an individual governor, please state which one in your email.



From left:  
**Jeanette Anness,  
Sheila Miller and  
Jenny Moreton**

## Ryedale Governors Jeanette Anness, Sheila Miller and Jenny Moreton

"In order that we can maximise our effectiveness on your behalf, your feedback is absolutely invaluable. Therefore, we would like to hear your experiences of all Trust services. Any feedback directed back to the Trust will be only in strict accordance with your wishes. If you have any comments, or wish to share your experiences, please contact us.

"The Trust is planning to make full use of Malton and the other community hospitals as part of its long term plans. The aim in the long term is to cut the number of beds in acute hospitals and use community hospitals for rehabilitation, recuperation and palliative care.

"In support of this, Fitzwilliam Ward has been made into a 28 bed unit and plans for a community hub based on Ryedale Ward are being discussed with the CCG, as featured on page 2. As governors we are delighted to see the hospital being used in this way and will be keeping a close eye on future developments.

"From April 2013 all hospital in-patients have been asked to complete the Friends and Family Test, a simple question to identify whether they would recommend a particular emergency department or ward to their friends and family. It is hoped that the results of this test will be used to improve patient experience by providing extra feedback and highlighting priority areas for action. The Test will be introduced at Community Hospitals soon. Governors and volunteers have been encouraging patient participation in the Emergency Department at York Hospital."

## Whitby Governor Stephen Hinchliffe



"The hospital continues to function well and I call in to update myself when necessary. All users seem happy with general treatment in the hospital. I have attended Board of Director Meetings in Scarborough and York whenever I can as an observer.

"In my two years as the sole community governor for Whitby I have attended all governor meetings and ask questions pertinent to our situation in Whitby which is complex compared with all other Trust-controlled centres.

"I have kept in touch with activity in the CCG for Whitby and keep an ever watchful eye upon planned hospital changes including the CCG plans for a rebuild.

"I have been involved in PLACE inspections, which is assessing the hospital environment as presented to patients. This is an important area and helps to try to ensure our hospitals are clean and welcoming to patients, and Whitby was very well rated last year in this assessment.

"I also serve on a variety of committees such as travel and transport and am pleased with the parking upgrade at Scarborough hospital. The Annual planning group has been an interesting role for me, as were the community and nominations and remuneration committees."

**"The hospital continues to function well and I call in to update myself when necessary."**

## Selby Governors Ann Bolland and Andrew Butler

"We wanted to highlight a few things that have been happening at your local hospitals and also what we have been doing, as governors, within the Trust.

"We both sit on various Trust committees and have attended meetings with Trust staff to make sure the views we hear from the community are being shared.

"Andrew is a member of the Trust's Annual Planning Group and the External Auditor appointment committee. Ann is a member of the Equality

and Diversity group and a member of the Nominations and Remunerations committee, which makes recommendations to the Governors on appointing Non-Executive Directors and their pay.

"At York and Selby hospitals we have been aware of long standing issues with blood taking. The trust has listened to the concerns of patients and made adjustments which have included building a new Phlebotomy area at York as well as changing the system at Selby to a drop-in service.

"Early feedback suggests that

these moves have improved matters a great deal for patients, however governors would be grateful if people would continue to share their feedback via the Trust's PALS service.

"We were utterly delighted to attend the opening of the new Self Care Dialysis room at Selby Hospital. Having this new facility in Selby means that those who need dialysis no longer need to travel to York or elsewhere for treatment. The first patient to use this facility told us this would give her back weeks which would otherwise be wasted on travelling

every year, which she looks forward to spending with her family.

"This is a highly welcome investment to Selby Hospital and could not have been made possible without the valuable contributions of The Friends of Selby Hospital who can not be thanked enough."



**Andrew  
Butler and  
Ann  
Bolland**

## Our Governors

### Hambleton Governor

#### Jane Dalton

"I've served as a governor since 2008. In addition to the usual governor duties, I've been involved on your behalf with various committees, and in

specific activities to help guide the strategic direction of the Trust. Presently, I'm working with the Nominations and Remuneration



Committee, which selects and appraises the Chairman and Non-Executive Directors.

"I've always believed the best way to deliver our health care is through a partnership of clinical excellence and your input as

patients, carers, and families. I've been delighted to see this partnership strengthen over the years, with many Hambleton residents getting in touch with me in response my regular newsletter with hospital updates."

### THE COUNCIL OF GOVERNORS

#### Elected Governors

Bridlington – Terry Atherton, 1 x Vacancy

Hambleton – Jane Dalton

Ryedale & East Riding – Jeanette Anness,

Sheila Miller, Jenny Moreton

Selby – Ann Bolland, Andrew Butler

Scarborough – Sue Wellington, David Wheeler

Whitby – Stephen Hincliffe

York – Paul Baines, Margaret Jackson, Helen

Mackman, Helen Fields, Penelope Worsley

Staff

(Scarborough & Bridlington Hospitals) Helen Noble

1 x vacancy

Les North (community-based staff)

2 x vacancies for York Hospital

#### Nominated Governors

East Riding Council – Dee Sharpe

North Yorkshire County Council – Caroline Patmore

City of York Council – Joseph Riches

Voluntary sector – Michael Beckett

(North Yorkshire and York Forum)

University – Rowena Jacobs, University of York



### Dates for your diary:

**Open Day:** 18 September, 2:30 pm to 5:00 pm, Scarborough Hospital

**Trust Annual General Meeting:** 18 September, 5:00 pm, Scarborough Hospital

**Council of Governors Meetings:** (all meetings 4:00 pm to 6:00 pm) 11 June (St Catherine's Hospice, Scarborough), 10 September (Malton Rugby Club), 10 December (York Hospital Social Club).

## Governor elections

**We are holding elections for those Governors whose term of office has come to an end, and for existing vacancies. The public constituencies where elections are being held are:**

- York (1 seat)
- Ryedale & East Yorkshire (1 seat)
- Scarborough (1 seat)
- Bridlington (1 seat)
- Selby (1 seat)

We look forward to members putting themselves forward as candidates to be a Governor, allowing a choice for members through an election process. New Governors will join the Council of Governors from 1 October 2014.

The election process is being managed by Electoral Reform Services (ERS) on the Trust's behalf to ensure that the processes are independent.

If you would like to stand for

election you will need to complete a nomination form which is available from Wednesday 9 July 2014 from Electoral Reform Services (ERS) by contacting Ciara Norris on email at [Ciara.Norris@electoralreform.co.uk](mailto:Ciara.Norris@electoralreform.co.uk) or by telephone on 020 8829 8456 or by writing to her at Ciara Norris, Electoral Reform Services, 33 Clarendon Road, London, N8 0NW.

The closing date for submission of nominations to the Electoral

Reform Services (ERS) is 12 noon on Wednesday 6 August 2014. You may nominate yourself, and a short statement about yourself is required.

Guidance for completing the nomination form is set out clearly on the form itself, however, if you have any queries regarding the completion of the form please contact Ciara Norris at the Electoral Reform Service (ERS) on the number stated above.

**We have arranged a number of drop-in sessions for people to learn more about the Governor role:**

Location	Date and time
York Hospital	Monday 14 July 2014, 4.00 – 6.00 pm
Malton Hospital	Wednesday 16 July 2014, 4.00 – 6.00 pm
Bridlington Hospital	Wednesday 23 July 2014, 4.00 – 6.00 pm
Selby Hospital	Tuesday 29 July 2014, 4.00 – 6.00 pm
Scarborough Hospital	Monday 4 August 2014, 9.00 – 11.00 am

If you would like to know more or are unable to attend a drop-in session, you can contact Anna Pridmore, Foundation Trust Secretary via [anna.pridmore@york.nhs.uk](mailto:anna.pridmore@york.nhs.uk).

Remember, you must be a Foundation Trust member to stand for election.