

September 2015

Membership Matters

Chair's welcome

Our health environment is changing all the time – from using technology to make access to services easier for patients, to developing Community Hubs which seek to serve our patients in their own home, from improving our premises to working in new and emerging partnerships.

These developments focus on improving the services we provide for our patients and service users. But we can only do this by

listening to our patients and learning from their experiences – and our members help us to do just that!

It is for this reason that, along with the governors, developing and building the membership of our Trust is a key objective for me in my first year as Chair at the Trust.

As a member, you can



communicate with the Trust by emailing us at membership@york.nhs.uk

We are always interested to hear your views.

You could also encourage your family, friends and neighbours to become Trust members too and you can do this by visiting our website www.york.nhs.uk/membership or calling 01904 631313.

During these first six months as Chair at York Teaching

Hospital NHS Foundation Trust I have met with many staff at all levels and at all of our sites.

Everyone I have met shares similar traits – a desire to provide an excellent service, a pride in the quality of their work and a commitment to the sustainable future of our Trust. These traits are especially important as the NHS nationally faces increasingly challenging times and as the pace of change quickens.

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Innovative new DVD supports life after cancer

A GROUNDBREAKING DVD to support those living with and beyond a cancer diagnosis has been produced by the Trust to help patients get the support they need.

The DVD, launched in April, is based directly on the award winning events held over the last three years looking at how ongoing services and support for people who are living with, and beyond, cancer could be improved.

Jane Archer, Cancer Care Centre Manager, played a key role in bringing the content of the events onto DVD.

Jane said: "It was quite a challenge to put the different subjects onto film but we had a clear vision about



what we needed and we had a wonderful set of local experts who had already proved how much they could help people. "Often people feel very alone through the experience of cancer

diagnosis and treatment and it's vital that those living with and beyond cancer get the support they need to lead as healthy and active a life as possible."

Patients and their supporters

can all benefit from watching the DVD which comprises a set of short films covering fear of recurrence, coping with worry, fatigue, diet, relationship concerns and how to pick the right level of exercise and plan for the future.

Christine Norris, Lead Cancer Manager for the Trust, said: "People need help in so many ways - medical, social, psychological, spiritual, financial and informational needs.

"We found experts who could provide the information that really helps people. We have transferred this to DVD and we are delighted with the result."

The DVD can be accessed from the trust website at www.yorkhospitals.nhs.uk/livingwellwithcancer/

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

Call **01904 631313** Email: membership@york.nhs.uk Join online: www.york.nhs.uk/membership



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Chair's welcome

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Maintaining our focus on the quality of care we provide our patients and service users will hold us steady during these challenging times, and the support of our membership will ensure we remain focussed on the communities we serve.

I hope you enjoy reading this newsletter and find stories which interest and inform you.

Thank you, your membership of our Trust really does matter to us.
Susan Symington, Chair

Trust holds inaugural Patient Safety Conference



OVER 280 staff, from all roles and responsibilities across the Trust attended the inaugural Patient Safety Conference.

The conference, 'Patient Safety: The Next Frontier', took place at York Racecourse on Friday 22 May.

Chaired by the Trust's Medical Director Alastair Turnbull and Chief Executive Patrick Crowley, the day was planned to coincide with the Trust's clinical governance day to give as many staff as possible the opportunity to attend.

Alastair Turnbull, Medical Director, said: "Sign up to Safety is a national patient safety campaign. Launched in June 2014 its mission is to strengthen patient safety in the NHS and make it the safest healthcare system in the world.

"Organisations who Sign up to Safety commit to strengthen patient safety by setting out the actions they will undertake in response to five Sign up to Safety pledges, one of which is learning and listening. This event gave us the opportunity to listen and learn. It gave our staff the opportunity to hear about the fantastic work that is taking place to improve patient safety."

YorSexualHealth service launched

THE NEW integrated sexual health service across North Yorkshire and York provided by the Trust began on 1 July and retains the name YorSexualHealth.

One advantage of the new service will be the introduction of 'one stop shop' clinics providing contraception, STI tests and treatments for all ages. This means that in most cases people will be able to have all their sexual health needs met



by one practitioner without the need for onward referral.

Liz Hare from YorSexualHealth said: "We have improved access to services by creating YorSexualHealth community clinics and targeted satellite

clinics in Northallerton, Harrogate, Scarborough, Selby and York.

"We are working in partnership with several groups to maximise access and choice for people in North Yorkshire. These include GP Alliances, AIDS Action to provide services for people living with HIV, and Yorkshire MESMAC to provide community outreach services as part of the new integrated service."

New Self Care Dialysis unit for Harrogate

A NEW Self Care Dialysis Unit officially opened at Harrogate District Hospital on Friday 10 April where kidney patients are able to manage their own dialysis treatment.

The Trust provides the specialist service of renal dialysis in Harrogate.

A 'home from home' dialysis treatment area has been created where self caring patients will take charge of their own treatment and will have access to treatments that will improve quality of life.

Dr Paul Laboi, Consultant in Renal Medicine, said: "We are delighted to be able to open this unit in Harrogate. It is the first in the country to create 'home from home' dialysis treatment areas where self care patients can take charge of their own treatment.

"York and Harrogate



haemodialysis services provided 21,000 treatments last year. The majority of the treatments were delivered in hospitals and a small minority of patients had this treatment in their own homes. Many self caring hospital patients don't have the right circumstances at home to enjoy the benefits of home dialysis.

Our self care programme will enable more patients to take control of their own lives."

The new unit has been funded by the Trust, Harrogate and District NHS Foundation Trust and the York Teaching Hospital Charity who raised £200,000 towards the cost of creating the new unit.

Bridlington Orthopaedics anniversary

THE TRUST has been chosen to take part in a research project which will look at why Bridlington Hospital performs so exceptionally well in terms of hip and knee replacements. It is one of only four Trusts in the Yorkshire and Humber region chosen by the Quality and Safety research team at Bradford Institute for Health Research led

by Professor Rebecca Lawton.

Bridlington Hospital has celebrated its first anniversary since elective orthopaedic surgery relocated from Scarborough Hospital last April. Since then until the end of April 2015, a total of 1,915 operations took place – that's 817 joint (hip and knee) replacements.

Over 40 percent of these patients were discharged and back at home just 24 hours after their operation.

All elective orthopaedic surgery is now delivered at Bridlington, with only emergency cases taking place at Scarborough Hospital and since relocating to Bridlington, not a single operation has had to be cancelled.

Community Services Group Update

Members report back from the last Community Services Group meeting:

Attending were Jeanette Anness, Anne Bolland, Margaret Jackson, Les North, Terry Atherton, Andrew Bennett, Steve Reed, and Mike Sweet.

Actions from the previous meeting were reviewed, outstanding were Steve Reed and Mike Sweet to review Community Services content on the Trust website.

Mike Sweet confirmed attendance at Corporate Directors and a fixed item for discussing Community Services on the Board agenda.

An update on the bid for

Vanguard status noted that the Trust was shortlisted (from 200 national applications) and invited to present nationally. Although not selected as one of the 29 sites in the national programme, as a 'Fast Follower' the Trust will be taking the proposed work forward.

A discussion on how governors can link with their communities and communicate developments found that governors are due to discuss this issue at another forum which would be fed back to the group. It was agreed to provide a regular update on developments for the member's newsletter.

An update on the Community Response Teams highlighted the on-going integration with social care services and the voluntary sector. A new 'enabler' role providing a link between the Response Teams and community and voluntary sector organisations has been created.

The final version of the user questionnaire (reviewed by the group in March) was shared together with details on how this will be used, and the results will be reviewed at a future meeting. The need to continue to promote the new services in localities was highlighted. Plans to communicate with primary care

and community nursing teams were shared and an update for the next member's newsletter was agreed.

Two new developments were shared with the group. A recently approved business case supported the pilot of a Discharge Liaison Service in community units and a project to introduce mobile working to community nursing services.

It was agreed that the senior nurse for the Discharge Liaison Service would attend the next meeting to discuss the Trust's Transfer of Care Protocol. Details of a CCG event to discuss health services in the Easingwold area were also shared.

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.

Scarborough Governor: Sue Wellington

"Over the last six months I have become more involved with the Patient Experience Team to gain valuable feedback from patients and relatives to help improve services.

"The main area I have been assisting has been with patients using renal services, beginning with patients' treatment within the dialysis unit at York Hospital. This took the format of a questionnaire and provided a wealth of positive feedback particularly regarding the staff and the standard of care

delivered. The analysis identified four key areas for development which included aspects of care, staffing, patient involvement and transport. This information has led to an agreement with the ambulance service to trial a bespoke transport system to take patients in smaller groups at different times, so that they can



Sue Wellington

begin their treatment without delay. The questionnaire has now been extended to include patients undergoing different types of dialysis and is awaiting analysis.

"I have also been involved in gaining patient specific feedback regarding the alteration of visiting hours within the care of the elderly wards.

"In addition I have been part of the PLACE team looking at the patients' environment, including cleanliness and

standard of food quality.

"My term as a governor is due to finish at the end of September and I have made the difficult decision not to stand for re-election due to ill health. I wish the successful candidate all the best in this rewarding and fulfilling role and offer my support if they would like it. I would like to thank the Trust and my fellow governors for all their help and support. I will continue to be involved with the Patient Experience Team."

Hambleton Governor: Jane Dalton

"At the start of June I took part in a community event at the Galtres Centre in Easingwold to discuss 'What's important to you about health and wellbeing in the Easingwold community'. It was a World Café event organised by Vale of York Clinical Commissioning Group, and attracted 70 local attendees. This included patients and members of the public, local GPs,

voluntary sector representatives, York Teaching Hospital NHS Foundation Trust, North Yorkshire County Council, and many others.

"Interactive sessions revealed a number of issues considered important to the



Jane Dalton

local community. These included carer services, education and information about available health and social care, bringing services together, local environment issues, support for mental health, the role of the voluntary sector, staffing, and St Monica's Hospital. More detail on these discussions and further updates are available on the Vale of York CCG website.

"On behalf of my constituents, I continue to keep up to date with developments at the Trust through regular Council of Governors meetings. In addition, my input to the Nominations and Remunerations Committee ensures on-going public governor representation in appointing and appraising the performance of your Trust Chair and Non-Executive Directors."

Governor Updates

Ryedale Governors: Jeanette Anness, Sheila Miller and Jenny Moreton

"All three of us, in addition to our usual quarterly Council of Governors meetings and updates for governors, continue to represent the governors at other meetings and on other groups, and also attend as observers the monthly Board of Director meetings, which are in part open to the public. Unfortunately, the Trust is, for the first time, in financial deficit and the Chief Executive and Chief Operating Officer have assured us that they plan to do their utmost to rectify the deficit.

"This spring we took part in PLACE (Patient Led Assessments of the Care Environment) with other patients (non-governors), inspecting all aspects of the patient environment, including cleanliness, building maintenance and patient food quality. We also attended the official opening of Lilac Ward at Scarborough Hospital in March – an excellent new facility for surgical patients using a novel repeatable room design, aiming to speed up assessment and treatment.

"In April, Jenny helped during 'Listening Week' when patients, visitors, carers and staff were asked about their experiences of treatment and care. In May, Jenny and Jeanette attended the Patient Safety Conference organised by the Trust with an impressive poster display of relevant Trust research projects. The keynote speech by Brian Toft stressed the importance of listening to every team member, no matter how junior, in order to improve care. Between us we tried to

cover all the varied workshops during the afternoon.

"We maintain our interest in the Ryedale community service. Jeanette is a member of the Governors Community Services Group. Wendy Scott heads the team who are trying to integrate nursing and social care for patients when they return home after a hospital stay. The new Community Hub based at Malton Hospital, and the Community Response Team are beginning to have positive effects for patients. The nurse-led Urgent Care Centre at Malton Hospital is now being well used for minor illnesses. It opens every day from 9am till 5pm, after 4.30pm access to advice is by telephoning 111 and appointments or advice can also be obtained by calling 111 during the day.

"Many members of staff and governors have attended Dementia Awareness courses – many becoming Dementia Friends. To attend a class look at the website www.dementiafriends.org.uk (you



Jeanette Anness



Sheila Miller



Jenny Moreton

can sign up online for the session in Malton Library on 19 November from 2 – 3pm.)

"Scarborough Hospital asked for knitters to help with a dementia project. So far more than 100 Twiddlemuffs have been donated, including some from a knitting group of the York Blind and Partially Sighted Society. Twiddlemuffs are knitted bands featuring trimmings such as buttons, beads, ribbons and textured fabrics on both the inside and the outside. These are given to patients with dementia who find that twiddling with the materials and the soft fabric of the wool helps provide distraction and stimulation. The Twiddlemuff pattern can be downloaded on the Trust's website www.york.nhs.uk/twiddlemuffs. Completed Twiddlemuffs can be sent to Emma Day, Assistant Director of Nursing, Woodlands House, Scarborough Hospital YO12 6QL or Chief Nurse's Office, York Hospital, Wigginton Road, York YO31 8HE. Since the project has been so successful in Scarborough, the plan is to next extend it to York Hospital.

"Sheila is working with a small group of governors to encourage new members to join the Trust and increase their involvement. Under consideration are quarterly newsletters, an annual programme of events such as board and council meetings, consultation groups, and volunteering opportunities. Any feedback from the public would be very useful for this governor group."

Selby Governors: Ann Bolland and Andrew Butler

"We have now completed all our patient led assessment of the care environment visits as mentioned in our last newsletter. The assessments in each hospital included food sampling, buildings condition, cleanliness and ward organisation. These proved to be really beneficial, giving us further opportunities to talk to patients and staff, but also see how problems from past years have been solved. Feedback and findings will be provided to the assessors soon, and will be reported nationally via the NHS Choices website.

"Along with leading Trust staff, Ann has taken part in the new food and drink strategy and is contributing to the development of a new Standard Operating Policy to support protected meal times for all our patients. The aim is to allow patients access to nutritious, hydrating food in a safe and calm, uninterrupted environment.

"By continued involvement with the Community Service Group, Ann has developed an enhanced understanding of the workings of the Community Hubs in Selby and Malton.



Ann Bolland



Andrew Butler

She has also been working in a small group writing a new policy for the future recruitment and appointment of the Chair and Non Executive Directors (NEDs) of the Trust.

"We have met with our new Chair, Sue Symington, several times and had the opportunity to raise concerns and successes, as well as learn something about each other's thoughts on how the Trust should progress. At our governor forums we have helped to develop the agenda for our Council of Governors meetings which share good practice. We continue to attend Constitutional Review and Board meetings observing NEDs and Executives discussing their daily management of the Trust.

Ann was one of the governors and Trust staff who accepted the invitation to Strensall Barracks to learn how the army had amazingly dealt with the Ebola virus in Sierra Leone and set precedence for future treatment. She, along with the other attendees, felt extremely honoured to have attended and left with knowledge and feelings of awe and pride in what our Armed Forces have achieved.

"Governors have been fortunate to have reviewed a presentation on the new End of Life policy. The resultant document shows the inclusion of many positive procedures and excellent support being offered, not

only to those sadly at the end of their lives but their families, carers and friends.

"Looking ahead, the Trust should soon receive the results of its first CQC inspection under the new ratings system. The CQC invited us and our governor colleagues to a meeting to share our thoughts of the Trust during the inspection, which, by all accounts was a very rigorous affair. The reports often reach hundreds of pages, so we will look beyond the headline figures and examine the report in depth before drawing any conclusions.

"We are looking forward to the Celebration of Achievement Awards evening in Scarborough in October. We often hear about the things that have gone wrong in the NHS (who knew bad news sells papers?), so this is an excellent opportunity for the governors to share in some of the Trust's success stories. We are lucky that the winners have been chosen from such a wide and rich vein of people who support our patients and families and daily go above and beyond the call of duty.

"Finally, we'd like to wish the Friends of Selby Hospital a happy 30th birthday! Thank you so much for all the hard work you've put into improving our hospital and making a real, positive difference to patients and staff – here's to another 30 years!"

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

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