Open event success!

ON 30 SEPTEMBER 2009 York Hospitals NHS Foundation Trust threw open its doors to welcome visitors at its annual open day.

The event was a real success with around 1,000 people attending, including the Right Honourable Lord Mayor of York Coun. John Galvin and Lady Mayoress Mrs Val Galvin. On offer were over 60 displays showcasing the work of many of the hospitals departments, as well as behind the scenes tours and presentations on a range of topics. Members of the public were able to meet the managers, governors, and front line staff. There were competitions and prize draws, details of the winners are on page 2. The annual general meeting also took place and was full to capacity.

We hope that those of you who were able to attend found the event enjoyable and informative, and we’d like to hear your feedback to help us make next year’s event even better. If you would like to make a comment please email enquiries@york.nhs.uk

Accessibility
IF YOU would like to receive YorkTalk in a more accessible format, for example in a larger print size, please contact the Chairman and Chief Executive’s office, York Hospitals NHS Foundation Trust, Wigginton Road, York, YO31 8HE

Tel. 01904 631313

E-mail: enquiries@york.nhs.uk
Continued from page 1...

THERE were several prize draws at the event, here are the winners:

The award for best display, judged by the Trust’s governors, went to dietetics.

There were two prize draws for people who signed up as members of the Trust:

The winner in the 16 to 25 age group was Oliver Jackson from York who won a £50 M&S voucher.

The winner in the over 25 age group was Amanda Nelson from Selby who won a £50 HMV voucher.

The three winners of the treasure hunt were Rebecca Brown and Hannah Wilkinson, both from York, who each won a £40 meal voucher donated by Stonegate Yard. Chloe Phippen from York won a £32 voucher for a facial donated by The Haven.

The winner of the quiz on the dietetics stand was Billie Ashworth from Easingwold who won a basket of fruit donated by Country Fresh Foods.

Governor profile

SELBY public governors Neville Parkinson and Bob Thomas have been looking at ways to increase the number of Foundation Trust members from their constituency.

Working with membership development manager Penny Goff, Bob and Neville will be holding a recruitment drive in a bid to sign up more people from Selby. They will be targeting supermarkets and other suitable venues to give out information and membership forms and to answer questions about becoming a member of the Trust.

The governors will also be approaching each of the GP surgeries in Selby, South Milford, Sherburn in Elmet and Tadcaster with the intention of displaying recruitment posters and information in the waiting areas.

It is hoped that these activities will encourage more people from Selby and the surrounding areas to take the opportunity to become members of the Trust.

Visitors’ code

THE HOSPITAL is introducing a visitors’ code from 1 December, making it clearer for visitors what they should do if friends and family are admitted to hospital.

The code outlines ten simple steps, reinforcing existing policies (for example, set visiting times) and introducing some new ones (for example, no longer allowing flowers in the clinical areas).

The hospital’s chief nurse Libby McManus said: “These measures are put in place to keep patients, visitors and staff safe, and we hope that everyone will support us by following the code.

“We will be asking visitors and local florists to arrange for flowers to be delivered to people’s homes to be enjoyed after patients are discharged.

“We know that receiving gifts can make a patient’s stay more pleasant, therefore we’re asking people for their suggestions as to what can be brought in as an alternative to flowers.”

If you have any suggestions, email enquiries@york.nhs.uk
The code is available on our website: www.yorkhospitals.nhs.uk

Dates for your diary

16 December 2009
Council of Governors meeting
16:00 - 18:00
Skell 7, York St John’s University, Lord Mayor’s Walk

14 December 2009
YorkTalk presentation: stroke services
12:30-13:30
Postgraduate lecture theatre, 5th floor, York Hospital

13 January 2010
Council of Governors meeting
16:00 - 18:00
(venue tbc)
Beautiful spaces and quiet places

CITY OF YORK public governor Helen Mackman has been taking a look at some of the hospital’s gardens and courtyards.

“Since I became a governor, I’ve had an opportunity to get to know York Hospital in more detail, and I’ve realised that the Trust does much more than just provide clinical care.

The environment in which patients, friends and relatives experience hospital services has been developed over the years to try and create interesting and beautiful places where we can find peace and where the healing process is enhanced. The structure of the ward blocks and departments created enclosed spaces, and gardens have been created within ten of these.

Some of the gardens can be viewed but not accessed, others are open to everyone and some can only be entered by staff or by particular patients. The physiotherapy garden, for example, is a private area used to help in the rehabilitation of amputee patients. It has grassy areas, steps over a little bridge and varying levels of paving stones. This garden was a gift from the builders who’d been doing construction work next to the department, as recompense for the disruption.

Funding the gardens has been mostly charitable but a substantial amount of money was given as part of the Improving Working Lives initiative. The hospital works hard to encourage volunteers to become involved and it has forged strong relationships with the University, St Peter’s School and with the community through local companies (Yorkshire Bank, Norwich Union, Business Enterprise Council) in the creation of some of the gardens. Next time you’re in the hospital, look out for the fish and the planets!

In future editions of YorkTalk, we’ll be exploring the gardens in more detail and talking to members of staff who work around these special spaces. We’ll also be telling you about other creative projects between patients and the Trust’s arts officer and resident artist.”

Car park work begins

WORK on the project to build a new multi-storey car park for the hospital is now underway.

The project is expected to take around 18 months, and will be delivered in five phases, with the multi-storey car park due to open in spring 2011. The first phase includes some enabling work which is only expected to cause some localised disturbance, as with usual maintenance works.

Throughout the project information will be made available to staff and the public via the website, YorkTalk, and displays within the hospital.

Brian Golding, associate director (estates and facilities) for York Hospitals NHS Foundation Trust, said:

“We are delighted that this project can now begin as it will bring real benefits to the hospital and our patients, not only in terms of improving visitor parking on site, but also because it allows the creation of a potential development site for the future.”

If you have any questions about the project, email carparkquestions@york.nhs.uk
CQC annual health check

THE TRUST has been assessed as ‘excellent’ for quality of financial management and ‘good’ for quality of services in the 2008/09 Care Quality Commission’s Annual Health Check.

Chief executive Patrick Crowley said: “This is a good result for the trust and demonstrates the hard work and commitment of all our staff to delivering a high standard of care.

“The bar has been raised this year, with more measures and higher expectations. This can be seen in the almost 30 per cent reduction in the number of trusts being awarded ‘excellent’ for quality of services.

“We are a high performing trust, with areas for improvement identified in only five of the 64 measures. There were no surprises in this report, and the areas identified have already been addressed.”

Peer review

THE NATIONAL Cancer Peer Review programme is a process undertaken by peers and service user reviewers to assess the quality of cancer services.

The aims of the programme are to ensure services are safe, to improve quality and effectiveness, to improve the patient and carer experience, to provide development and learning for teams and to disseminate good practice.

The process involves teams assessing their own services against a set of nationally agreed measures that ensure best practice. This is followed up by an internal validation panel which consists of health care professionals from the hospital and the cancer network as well as commissioners.

Ideally a service user would also be present at the internal validation panel. This provides a different viewpoint and allows patients or carers to have a real influence over local cancer service delivery.

We are very keen to promote user involvement in this process and are looking for volunteers. Training and support would be given. We would appreciate any expressions of interest. Please contact Tracey Goldsbrough, lead cancer nurse, for further information on 01904 721120.