



Good news team
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York Hospitals **NHS**
NHS Foundation Trust

YorkTalk

For the communities of
York, Selby, Hambleton
and district

March 2008 Issue 3



Health at your fingertips: Hugh Bayley MP, left, and chief executive Pat Crowley examine the new website

New, improved website launched

WHETHER you need to know which bus to catch to the hospital, where to find the physiotherapy unit or what careers are available in your local NHS, the new York Hospitals NHS Foundation Trust website has it all.

www.yorkhospitals.nhs.uk has been enlarged and improved to give the very latest information on services and access to patients and visitors alike. The website has been

constructed after extensive consultation with the Foundation Trust's governors and includes all of the latest technology to make it accessible and inclusive.

York MP Hugh Bayley, on a visit to the Foundation Trust, said he welcomed the new website because it helped to make the NHS more accessible and patient-friendly.

Deputy chief executive Mike Proctor says: "These days it is vital to give people access to as much

information about our services as possible. The website is a very important element in this.

"The Trust is constantly improving its facilities – for example, a new visitors' car park will soon be built – and we want everyone to know what to expect when they come into hospital either as a patient or visitor."

Your feedback on the new website would be appreciated. Please email your observations to enquiries@york.nhs.uk

NewsTalk

Welcome

INSIDE this newsletter, to help you plan for the rest of 2008, is a tear-off strip which contains dates of the Trust AGM, Members' Council meetings and YorkTalk events.

Please note that the AGM originally scheduled for 29 September has been moved to **15 September**. This is in order to accommodate an open event for members before the actual AGM. The new start time is 2pm.

On the reverse of the calendar tear-off strip is a list of Foundation Trust governors, broken down by their constituencies.



Accessibility

If you would like to receive YorkTalk in a more accessible format, for example printed in a larger text size, please contact **the board administrator**, chairman and chief executive's office, York Hospital, York Hospitals NHS Foundation Trust, Wigginton Road, York, YO31 8HE Tel. 01904 725075 E-mail: enquiries@york.nhs.uk

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York care respect honesty partnership

NewsTalk

Extra beds ease pressure

DEPUTY chief executive Mike Proctor heaped praise on Foundation Trust staff at the end of a very busy winter period.

He was speaking at the latest Members' Council meeting held at the Postgraduate Centre, York Hospital.

He explained how staff had rallied round to free up some 31 extra beds as the hospital coped with a winter surge made all the worse this year by increased cases of the Norovirus. An additional 18 beds were later made available to cope with the remaining part of the winter.

Chief executive Pat Crowley reported that increased nursing levels had been approved by the Board, which would lead to an extra 30 whole time equivalent posts. He also reported that the North Yorkshire and York Primary Care Trust had made progress in managing its financial difficulties, meaning increased security for the Foundation Trust.

Representatives of the PCT gave a presentation about the PCT's role and finances, which was followed by a question and answer session.

The next Members' Council meeting takes place on 23 April at the Civic Centre, Portholme Road, Selby from 4-6pm.

GP newsletter

A NEW publication, *GPTalk*, aimed at keeping GPs and other practice-based staff in touch with developments at York Hospitals NHS Foundation Trust, has received positive feedback.

As practice-based commissioning evolves, the Foundation Trust will be doing everything possible to keep GPs updated on matters such as:

- key personnel
- new equipment and techniques
- information about tests and test results
- methods of obtaining further information.
- If you would like to download the newsletter please go to the Trust's website www.yorkhospitals.nhs.uk and click on the News, Events and Publications section.

New ICU facility opens its doors

ACUTELY ill or severely injured patients in York Hospital and their relatives will find their time in hospital much more bearable thanks to a £7m upgrade of critical care facilities, now entering its third and final phase.

22 February was the official handover of phase 2 of the massive project to create some of the best intensive care and high dependency facilities in the country.

Phase 1, which was completed in August 2007, was a nine-bed intensive care unit, with phase 2 offering state-of-the-art facilities

for visitors and staff. It includes a visitors' complex containing sitting areas, a consultation room and an overnight stay room with en suite facilities, as well as changing rooms, offices and a seminar room for staff.

Critical care services manager Christine Morris explains: "This represents a huge improvement in the health environment. Not only will the new facilities in phase 2 mean another boost for infection control, but they will mean much more comfort and dignity for relatives and staff. The overnight stay room for relatives and the shower

facilities for staff are two of the features which will particularly make a difference. The end result will mean better treatment and a better experience for both patient and relative."

Chief executive Pat Crowley adds: "When someone is acutely ill it is a very distressing time for close relatives. Phase 2 of this build means that they will have access to comfortable, modern waiting areas."

Phase 3 is due to be handed over this May and includes a new high dependency unit, completing the transformation of this important part of York's hospital.

Spreading the good news

AMID all of the gloom and doom to be found in newspapers and on TV, it's refreshing to hear some good news.

Chief executive Pat Crowley was thinking along these lines when he appealed to staff for morale-boosting examples of where Trust people had gone the extra mile to improve healthcare.

From the many submissions, Pat drew up a shortlist of three:

- Health records – for continuing to provide a first-class service amid the upheaval of transferring all health records to their new home, an off-site warehouse.
- Radiology – the CT scanning admin team minimised the effects of the postal strike by working on Saturdays, ensuring that phone contact was maximised and that there was as little disruption as possible to the service.
- Karen Whiley and the medical ward clerks – worked hard to implement a positive change, namely implementing the expected date of discharge entry on the CPD system. This brings benefits to both patients and staff.

Pat had a difficult decision to make, but in the end chose health records as the winners.

He explains: "We are lucky to have so many dedicated staff working for the Foundation Trust. Every day people are working hard to make the patient experience better."



Good news travels fast: the shortlisted staff, above, and below the winners, health records



GovernorTalk Ann Harrison, representing Hambleton District

What is your background?

I wanted to be a nurse from the age of three, having "nursed" my Dad through pneumonia. At 18 I began training as a nurse, and completed it at York County Hospital. My husband was in the RAF and after various engagements abroad, I returned to the UK to work for my parents in their nursing home. They eventually sold the home and I went back into hospital nursing, firstly at Fulford Hospital in theatres and then in theatres at the new York District Hospital in 1976. I worked there until I retired and loved it.

Why did you become a governor?

I wanted to still be involved in the York Hospital after I retired and when the Members' Council was discussed, I put my name forward and was elected to represent the Hambleton District Area. I have been undertaking training as a governor for about a year, and have learnt a lot about budgets, forward planning strategy, communication skills and too many other facets of the hospital to mention.

How is the Trust doing as a Foundation Trust?

Well it is early days yet, and we are all in a learning curve, but I think the Trust is functioning well. The hospital has been very busy over the winter and the staff have been amazing to keep up the pressure of work and also the standards. There are of course on-going improvements, like the multi-storey car park, the improvements to the wards, more staff and until these are completed, we cannot work as we would wish.

What is the biggest challenge that you and the rest of the governor's face?

I think that our biggest challenge is wanting to be involved in some of the decision making and actually getting involved in that process by being consulted. We represent a large number of members and feel responsible for their well-being when they are treated at the hospital. Also we feel that we would like all the members of the Trust in the area to be informed on the success of the Trust and be involved in the open meetings. We are able to take any criticisms

received from members to the meetings so that their problems can be aired and discussed.

What is your biggest hope for the Foundation Trust?

I really want the Trust to succeed in providing the best possible care for the patients, by well trained, well motivated and happy staff, and allow them to enjoy a good clean environment in which to help them return to full health. The executive and non-executive Board are striving for this outcome and must be given our support in doing so.

Anything else you would like to mention?

I am enjoying the learning process of being a governor and I am looking forward to working with my mentor, to get more specifically involved in my area of interest. I would like to thank all the directors and all their support staff for trying to make our training understandable. We are such a diverse group of 33 Governors that it cannot have been easy!!

Maternity praised

THE maternity service in York is officially good for mums and babies.

That is the conclusion of a review of maternity services by The Healthcare Commission, the independent watchdog on healthcare in England.

The review centres on three areas – clinical focus, women-centred care and efficiency & capability. York Hospitals NHS Foundation Trust was rated a 'better performer', with especially good marks for the following:

- the extent to which staff are trained in core skills
- the average time between women first making contact and booking an appointment

Head of midwifery Margaret Jackson comments: "This is a very good review and reflects the hard work of our staff. However, there are a few areas which we need to work on.

"These include reviewing the support for babies after discharge, the homeliness of our



delivery rooms and reviewing the staff skill-mix and numbers available. We are working to address these issues, but overall

we are really pleased with the outcome which should reassure parents who plan or are booked to have their babies in York."

Tear off and keep 2008 Calendar



23/4/2008 4-6pm
Members' Council
Civic Centre, Portholme Road, Selby.



2/5/2008 12.30pm
for one hour
YorkTalk Presentation
Seminar Room, Learning and Research Centre, YH. Topic to be published in due course.



27/6/2008 12.30pm
for one hour
YorkTalk Presentation
Lecture Theatre, PGMC. Topic to be published in due course.



9/7/2008 4-6pm
Members' Council
Lecture Theatre, Post Graduate Centre, YH.



3/9/2008 12.30pm
for one hour
YorkTalk Presentation
Lecture Theatre, PGMC. Topic to be published in due course.

15/9/2008 2-7pm
Open event and AGM
Lecture Theatre/Common Room, Post Graduate Centre, YH



8/10/2008 4-6pm
Members' Council
Galtres Centre, Easingwold.



25/11/2008 12.30pm
for one hour
YorkTalk Presentation
Lecture Theatre, PGMC. Topic to be published in due course.

● Keep in touch with events on the Trust's new website www.yorkhospitals.nhs.uk

APPOINTED GOVERNORS	
North Yorkshire and York PCT 3 seats	
Mr Michael Sweet, Non-Executive Director	
General Practitioner – To be confirmed	
Gill Cashmore, Chief Officer, Selby AVS	
City of York Council 3 seats	
Cllr Madeleine Kirk	
Cllr Sandy Fraser	
Cllr Sian Wiseman	
North Yorkshire County Council 2 seats	
Cllr Elizabeth Casling	
Mrs Caroline Patmore	
University of York Medical School 1 seat	
Professor Ian Greer	
Voluntary Sector 1 seat	
Mr Mike Moran, Chairman, York CVS	
NOMINATED GOVERNORS	
Patient and Public Governors 17 seats	
Patient/Carer	Geoffrey Rennie
	David Vasey
	Jane Farquharson
	Brian Thompson
Public: City of York	James Porteous
	Linda Hatton
	Paul Baines
	Bob Towner
	Stephen Lewis
	Stefan Ruff
	Helen Mackman
Public: Selby District Council	Jane Hardy
	Rodney Price
	Nevil Parkinson
Public: Hambleton District Council	Ann Harrison
	Pam Turpin
Staff Governors 5 seats	
Staff: Medical	Lee Bond, Consultant Haematologist
Staff: Nursing	Anne Penny, Bed Manager
	Lynne Atkinson, Sister
Staff: Non-Clinical	Mandy McGale, Head of Patient Flow
Staff: Clinical Professional	Martin Skelton, Senior Biomedical Scientist



Screening boost:
a retina

Trust awarded screening contract

A REGIONAL retinal screening service for diabetics will be run by the Foundation Trust, covering the York, Harrogate and Scarborough areas.

The PCT has awarded the contract to York Hospitals NHS Foundation Trust to target around 23,000 people in the region classed as adult diabetics.

Foundation Trust planning manager John Featonby explains: "The idea is that once a year all diabetics are screened for diabetic retinopathy, a condition which is the major cause of premature blindness in the UK.

"The new contract means

we will send three mobile screening units into the field to screen people at GP surgeries and other venues close to the patient's home.

"Obtaining a screening image (photograph) will be done using digital technology, the images will then be graded by trained staff, who check the images for any problems."

If a problem is found a referral will be made to one of several hospitals around the area for further assessment and treatment if that is appropriate.

John adds: "In York we have offered this type of screening

for a while, but by making it a regional initiative we can invest in software, hardware and staff training to make this a truly excellent service."

In the population as a whole, the number of diabetics is increasing annually, and as the number of diabetics rises the screening service will be extended to ensure all are offered a screening appointment each year.

It is hoped to begin implementation of the new service this month, with full operation in around eight months' time.

**Got a story
for YorkTalk?**

Contact the board administrator, chairman and chief executive's office, York Hospital, York Hospitals NHS Foundation Trust, Wigginton Road, York, YO31 8HE:

■ Telephone: (01904) 725075

■ E-mail: enquiries@york.nhs.uk