



Hats off to HYMS

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York Hospitals **NHS**

NHS Foundation Trust

YorkTalk

For the communities of
York, Selby, Hambleton
and district

September 2008 Issue 5

Car park green light



Future vision: how the new car park will look when complete

YORK Hospitals NHS Foundation Trust and APCOA Parking have signed the contract to build a new 420 space multi-storey car park to serve patients and visitors at the hospital.

The investment includes improvements to parking provisions for staff working at the hospital, for example CCTV coverage over the whole site. The project will also improve access at the front of the hospital.

An investment of £5.25m will be made by APCOA and its specialist health service provider First Management Group (FMG)

to build facilities that meet the needs of patients and visitors, and support the Trust's Green Transport Plan. FMG has been providing parking management on the hospital site throughout the planning process.

Construction starts on the site in September 2008 with works due for completion within one year.

Patrick Crowley, chief executive for York Hospitals NHS Foundation Trust, says: "We are pleased that work can now begin on this development, which will double the available spaces for patients and visitors and improve parking services generally.

"While the changes are taking place there will inevitably be some disruption to parking facilities at the site, so we would advise where possible that people use alternative transport. If people must use their cars to travel to the hospital, they should allow more time for their journey, and follow the direction signs when they arrive."

Chris Pullen, managing director of APCOA says: "We are delighted to be able to start work on site after much hard work to develop a scheme to meet the needs of patients and visitors to the hospital".

NewsTalk

Welcome

WELCOME to the fifth edition of the newsletter for members of York Hospitals NHS Foundation Trust.

In this issue we'll be looking at the Patient Advice and Liaison Service (PALS) and recognising the achievements of hospital staff and the first cohort of doctors to graduate from HYMS. We also look forward to the open event and annual general meeting on 15 September, which will give patients, visitors and staff the chance to learn more about the hospital.

Your comments and suggestions are always welcome – see the back page for how to get in touch.

Mike Proctor
Deputy chief executive

Accessibility

If you would like to receive YorkTalk in a more accessible format, for example printed in a larger text size, please contact the chairman and chief executive's office, York Hospital, York Hospitals NHS Foundation Trust, Wigginton Road, York, YO31 8HE
Tel. 01904 631313
E-mail: enquiries@york.nhs.uk

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York care respect honesty partnership

NewsTalk

AGM and open day

THE TRUST'S annual general meeting (AGM) will take place on 15 September at 4:45 pm in the hospital's Mallard restaurant.

As a build up to the AGM, the hospital is hosting an open event from 3pm to demonstrate some of the services provided by the trust. Interactive displays, department tours, cookery demonstrations with the head chef, hand massage and health checks are planned. Goody bags and refreshments will be provided. Free parking will be available, just cut out the voucher on page 3 and display it in your car on the windscreen on the day of the event.

Membership manager

A MEMBERSHIP manager has been appointed who will be the point of contact for members of the



Trust. Penny Goff began as the Trust's membership manager on 1 July, and in conjunction with the governors, Penny will be developing and implementing the Trust's membership management, recruitment and engagement strategies.

She will take a leading role in promoting a growth in membership and in encouraging active participation of members in shaping the Trust's delivery of services and future plans. Penny has worked for the Trust for 33 years, most recently as Head of Patient Experience managing patient complaints and patient and public engagement. She therefore brings to the role a detailed knowledge of the Trust and of the community it serves.

Penny will work closely with the Trust's communications service manager in the development of membership newsletters and other communications, and will help and support the governors on the development of effective communication mechanisms with members.

● Should you wish to contact your governor or ask for any advice relating to membership please email Penny at penny.goff@york.nhs.uk

New bereavement suite

A NURSE-LED team of five, supported by the King's Fund, is developing a centralised bereavement suite within the hospital.

The Trust has been awarded £30k towards the scheme by

the King's Fund to which it has pledged a further £10k, and the team are required to ensure that this programme of work will be completed by the end of 2009.

Currently, the bereaved visit several different sites within the hospital to

obtain the death certificate, collect the belongings and valuables of the deceased, and register the death if they wish. The team is looking at a variety of ways to consult with local people and those who have experienced the current bereavement facilities, in order to inform the development of the suite.

The overall aim is to provide a centralised dedicated service within the hospital for the bereaved and their families, in a space which is well designed and sensitive to their needs.

For more information about the King's Fund and its programme 'Enhancing the Healing Environment at the End of Life' visit www.kingsfund.org.uk and follow the links.



Suite scheme: from left, Helen Mackman, governor; Marion Khan, clinical development team leader; Hedley Finn, Kings Fund; Vanessa Bradbury, capital planning manager; Carol Bardy, bereavement advisor; Gill Greaves, art officer and Sarah Waller, Kings Fund

Learning success

THE LEARNING achievements of a number of hospital staff were recognised this summer, with ceremonies taking place to mark NVQ and Foundation degree success.

On 2 July ten staff successfully graduated from York College with a Foundation Degree in Healthcare Administration. This was the culmination of two years' academic study. The programme was designed in partnership with the Trust to allow administration staff to look at improving processes and systems to enable better patient care. As part of the programme the individuals have implemented a number of improvement projects and learned about the theory and management of change.

York College commented that the average marks achieved by the cohort over the two years (70-80%) are unusually high and illustrate the level of commitment each person demonstrated.

Another award ceremony for hospital staff who gained national qualifications in Health and Social Care took place on 29 July.

The group of staff, who work as health care assistants at the hospital, received certificates for gaining either NVQ level two or NVQ level three in Health and Social Care.

The NVQ is a work-based qualification and candidates are assessed against national standards in areas such as



High achievers: foundation degree success, above, and NVQ candidates with their awards, right

communicating with patients and completing records, ensuring their safety and that of patients, and developing their knowledge and practice.

Kate Harper, deputy chief nurse for York Hospitals NHS Foundation Trust, presented the certificates.

Sue Holden, associate director of corporate development for York Hospitals NHS Foundation Trust, says: "It is great that these staff have achieved this



worthwhile qualification that will help them both in their professional development and in the way they care for patients. We would encourage more of our health care assistants to take the NVQ as it validates the work they are already doing."

Hats off to HYMS



A LANDMARK in the history of Hull York Medical School was reached in July when the first set of doctors graduated. The newly qualified doctors had their graduation ceremony at City Hall, Hull, followed by a champagne reception. HYMS is the medical school established by the Universities of Hull and York in partnership with the NHS. The first students began in September 2003. York Hospitals NHS Foundation Trust has been involved with HYMS since the beginning and provides teaching for the students across a range of specialties. Dr Jonathan Thow, a consultant at York Hospital and

Happy: students celebrate their graduation
Photo courtesy of Mike Park/University of Hull

a director of clinical studies (acute) for HYMS says: "I'd like to congratulate the graduates, and look forward to seeing them working in the wards as qualified doctors. This is an important step in our transition to a modern teaching hospital, and I'd like to thank all of the staff who have worked hard to support the medical school." York Hospital will welcome third and fourth year students back to the hospital from 1 September, and fifth years will return from 29 September.

Introducing LINKs

THE FIRST phase in the development of the new Local Involvement Network for North Yorkshire – Northyorkslink – is now well underway.

Northyorkslink, which replaces the patient and public involvement (PPI) forums, will be made up of networks of local people, organisations and groups that want to improve health and social care services. Northyorkslink will:

- Encourage and support more people to get involved in shaping local services, by helping to decide how they are commissioned and influencing how they are run
- Actively canvass every section of the community's views about what they think about their local care

- Let the people who buy, deliver and manage local services hear about what is working and what could be improved.

Northyorkslink can:

- Make reports and recommendations to providers and get a reply within a set amount of time
- Ask for information and get a reply within a set amount of time
- Go into some types of health and social care services to see what they do
- Tell elected politicians on the Health Overview and Scrutiny Committee (OSC) about what they have found and get a response.

The Council has appointed

the North Bank Forum (NBF) to act as the Host organisation for Northyorkslink.

A project steering group will work until October 2008 to put things in place before the LINK can formally come into existence and start exercising its powers. Formal Northyorkslink launch events will take place at the end of September, with dates and venues to be finalised. They will be open to everyone to attend.

The Northyorkslink team is Alison Rowland and Kathy Donnelly, Partnership Coordinators and Helen Patching, admin officer.

Contact them on 01904 621631 or visit their website at www.northyorkslink.org.uk

Tear off and keep 2008/9 Calendar



15/9/2008
3-7pm
Open event and AGM

Open event activities throughout the hospital AGM in the Mallard Restaurant



8/10/2008
4-6pm
Members' Council

Galtres Centre, Easingwold



25/11/2008
12.30pm for one hour
YorkTalk Presentation

Lecture Theatre, PGM, York Hospital. Topic: infection control



8/1/2009
4-6pm
Members' Council

Date and venue to be confirmed

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



TEAR ALONG PERFORATION LEFT AND CUT WITH SCISSORS ALONG LINE ABOVE

York Hospitals NHS Foundation Trust Open Day 15th September 2008

COMPLIMENTARY PARKING VOUCHER

Valid for one day only

If you are attending the Open Day at York Hospital you may use this voucher to obtain complimentary parking on the main visitors car park area only from 3pm.

Please display this voucher in your front window. This voucher does not guarantee a parking space.

Positive living with cancer

Over 100 people attended a positive living with cancer event, organised by the Cancer and Palliative Care Partnership Group (CPCPG). The purpose of the event was to raise the CPCPG's profile among people affected by cancer and to encourage

an increase in the group's membership. The provision of stalls and displays gave people an opportunity to see examples of support and therapies that are available for people affected by cancer, both within the hospital and by organisations

and charities in the community. Guests were consulted on their choice of colour schemes for the refurbishment of the cancer care centre, as well as their choice of theme to be introduced in the redesign of the outside approach to the centre.

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
	Vacant
	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	Vacant
	Vacant
	Nevil Parkinson
Public: Hambleton District Council	Vacant
	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

GovernorTalk Pam Turpin, representing Hambleton District

What is your background?

I have worked within the health and social care sector the majority of my working life. First at North Yorkshire Forum for Voluntary Organisations and then the MS Society, working at Woodlands Respite Care Centre as Volunteer Co-ordinator. After this I moved to North Yorkshire Health Authority where I did a number of roles and gained a post graduate diploma in health service management which allowed me to progress to work at the Royal National Institute for the Blind (RNIB). Whilst at RNIB I undertook a number of positions including national development advisor for older people, senior development manager for the eye health unit, and senior project manager. Whilst at RNIB I gained an MA in Gerontology

focusing my dissertation around dementia and sight loss.

I currently work for Arup Project Management in their healthcare consultancy team.

Why did you want to become a governor?

I thought my background in health and social care would be of use. I particularly wanted to become a governor to help improve services for people using York Hospital in particular older people, those experiencing dementia and their carers, and people with sensory disability. I am also keen to help ensure that end of life care services provided by the Trust are of the highest quality possible.

How do you see your role as governor developing?

I am keen to start presenting at meetings throughout the Hambleton area to make sure that the voices of our members in Hambleton are heard and acted upon.

How is the Trust doing as a foundation trust?

We have now 'bedded in' as a foundation trust and have a new and enthusiastic chief executive in place. Over the next 12 months I would like to see our membership grow. This will only happen if we have a regular presence at meetings throughout the area so we can hear the views of patients who use our services. As a governor I look forward to playing my part in this on behalf of Hambleton area.

PALS explained

THE PATIENT Advice and Liaison Service (PALS) is a first point of contact with the Trust for patients, their families and carers who require advice or information about the hospital or the NHS in general. Some use PALS to offer positive comments about our services.

Issues raised with PALS range from the very complex, where a patient requires an advocate, to routine enquiries about car parking and patient transport.

PALS passes information to directorates to enable them to take action to help them to improve hospital services, and circulates positive feedback from patients and carers.

PALS seeks the views of patients and carers through PALS volunteers who regularly visit the wards. Their comments and compliments are returned to wards, clinics and departments.

The service is part of the patient experience team. It has three-part time PALS advisers and a manager.

PALS adviser Jo Allerton has worked for PALS since its inception. She brought valuable experience of working with patients and carers from many years with the



Community Health Council.

PALS adviser Suzanne Burnett has worked in York Hospital for the last 25 years in a variety of roles. Before working with PALS she was an assistant to the bed managers.

PALS adviser Sue Easton worked in PALS in South Tees Trust before joining the PALS team in York. She has worked for the NHS for 32 years.

PALS manager Anne Parkinson worked with Selby and York Carers Centre before joining hospital PALS.

In providing a good service to patients, relatives and carers, PALS is very grateful for the support it receives from staff across the Trust.

Here to help: PALS advisers Jo Allerton, left, and Suzanne Burnett

PALS can be contacted Monday to Friday from 8.30am to 4.30pm on 01904 726262, email pals@york.nhs.uk or you can speak to an adviser at the PALS desk in the main entrance of the hospital.

Join us

It's easy to become a member of the Trust:

- Contact the members helpline 0870 7030151
- Email the membership office at york@nhs-membership.co.uk

Got a story for YorkTalk?

Contact the communications service manager, York Hospitals NHS Foundation Trust, York Hospital, Wigginton Road, York, YO31 8HE:

■ Telephone: (01904) 721417

■ E-mail: enquiries@york.nhs.uk