

December 2011

StaffMatters

www.scarborough.nhs.uk

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Giving voice to HYMS training

A SPECIAL award from the Royal College of Speech and Language Therapy has been given to Hull and York Medical School (HYMS) at York Hospital for creating valuable training for medical students to help them with patients with communication and swallowing difficulties.

The York Hospital HYMS Department was awarded Partner Organisation of the Year in the Giving Voice Awards 2011. The new partnership means that up to 80 doctors graduating from HYMS each year will have received extra training from York's speech and language therapists (SLTs) in communications needs and dysphagia.

Jayne Bone, HYMS Undergraduate Business Manager, Penny Crook, HYMS Phase 2 Coordinator and Patricia Henshaw, Principal Speech and Language Therapist collected the award.



Patricia Henshaw, Principal Speech and Language Therapist with Gareth Gates at the awards

Jayne said: "We're delighted to be given the award. Feedback has already shown that through this training students develop a deeper understanding of the value of speech and language therapy. The training workshops improve communication skills for our doctors of the future when faced with patients with a challenging condition such as stroke or a neurological disorder."

Staff Matters will be taking a closer look at the varied and wide ranging work of HYMS and the Learning and Research Centre in future editions.

Integration update

Organisational development

A series of briefing sessions have been held and have been well received. The sessions:

- Promote the work around organisational development and values as a foundation stone for everything we do, and how we will 'live' in the new organisation
- Enable us to respond to feedback around being more visible and to reassure staff around the integration work
- Outline the role of the values champions and how we will utilise them to role model and support us in communicating key messages about the integration
- Help us to understand where we are now, how staff are feeling and to help us to better respond to ideas around how to integrate most successfully
- Capture ideas from staff in all sites regarding the new

organisation and to mitigate issues linked to the change process

Values groups

The first sessions have been held with the values champions in Scarborough and work has begun around developing a Personal Responsibility Framework for the new organisation. Sessions have been scheduled for York, and we also have sessions planned to enable us to work collaboratively with staff across all sites. Thank you to those who will be taking part. We will update staff on this work in the New Year.

Chief Executives' briefings

Around 100 staff attended briefing sessions with the chief executives from York and Scarborough Trusts. These sessions gave staff the opportunity to hear an update on the progress of the integration and to ask any questions.

If you were unable to attend a session and have a question you would like to ask, or have heard a rumour and want to find out the facts, email your question to: integrationquestions@york.nhs.uk and we will publish the answers in the next edition of *Staff Matters*.

All questions will be treated in confidence and no names will be shared or published.

Got a story?

If you have a story for a future edition of *Staff Matters*, we would love to hear from you!

Contact the communications team:
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In Brief

Runners-up in Hero Awards

CONGRATULATIONS to Steve Marr, Orthotist at York Hospital and Jaynie Pateraki, Specialist Nurse in the hospital's sleep clinic, who were both runners-up for The Press Health Service Hero 2011 award.

Steve was nominated for his work helping children get used to specialist medical footwear, and Jaynie was praised for her dedication to her role as a sleep apnoea specialist and her fundraising efforts for the ward.

Kinder Place first Birthday

KINDER PLACE – Scarborough Hospital's onsite nursery – celebrated its first birthday in November with the unveiling of its new outdoor space.

Nichole Swithenbank, Director of Kinder Place, said: "We had a lovely week of celebrations with the children and parents. The parents were shown the new garden and told of the plans we have for the coming months with lots of planting and a den building area. We are really pleased with what we have achieved within our first year and have lots of plans for the future. I am especially proud of my team who have worked really hard this year."

To make an enquiry about nursery provision contact Nichole on ext 2425.

Open morning for students

HYMS at Scarborough Hospital is holding an open morning on Thursday 1 December between 10am and 12pm for local sixth form students to come and find out about careers at their local hospital. The morning will consist of four mini lectures, allied health professionals talks, demonstrations and clinical skills. Pictures of the event to follow in the next edition of *Staff Matters*.

Putting patients first

A most half of all inpatient hospital bed days are taken up by people with long term conditions, even though they make up only five per cent of patients in hospitals.

Staff Matters looks at the vital role Case Managers and Community Matrons play in keeping those vulnerable patients with long term conditions out of hospital and helping them retain their independence.

Case Manager Amy Gains and Community Matron Carey Trenchard from York's Virtual West ward provide the kind of intensive, ongoing and personalised case management needed to improve the quality of life and outcomes for patients with long term conditions.

Amy said: "It can be very complicated getting the right level of care, we have to take into account every aspect of people's lives, liaising with social services and other care providers. We look at people's prescribed medication and try to educate them about their conditions so that they can help themselves. Living with a long term condition can have a devastating impact on people's emotional wellbeing so we make sure we give patients time

Patient comments

Jean Richardson, Acomb (age 77):

"If I don't know where to turn to get help Amy usually knows who to contact which is a big help. I look forward to her visits. I know I get anxious and panicky with my breathing but Amy goes through how to slow things down and helps me decide when to take my emergency steroids and antibiotics as I don't like to bother the doctor too often.

"Even when Amy isn't visiting she can look at my Telehealth readings of blood pressure and oxygen levels so it reassures me someone is keeping an eye on me."

John Sawyer, Foxwood (age 60):

"Before Carey started visiting me I would spend days in bed feeling unwell. I wouldn't eat or drink or take my medicines and inhalers. I would often end up in hospital as a result of this. I didn't realise I was doing this at the time.

"Since Carey has been visiting me we have worked together and I feel I have come on in leaps and bounds. I haven't been in hospital for ages. I manage to take my inhalers and tablets on time. My mood improves when Carey visits as she allows me to talk freely about my feelings and problems – I struggle to talk to any other people in this way. Carey soon tells me if I start to slide off the path!"

to talk about their concerns and find them any help available."

Community Matron Carey Trenchard added: "The kind of support we give empowers patients. It is really satisfying knowing you are helping people

stay in their homes where they are happy. I am qualified to assess, diagnose and treat people, even prescribing their medicines, so there is less duplication and trips to the hospital or GP saving everybody time and effort."

Cancer support event held in York

A GROUNDBREAKING event to ensure that those who have survived, or are living with cancer get the care and support they need was held at York Hospital.

The event follows a new national strategy launched earlier this year aimed at understanding what issues are important to those who have survived cancer and how services can be improved to meet their needs.

Over 100 cancer survivors and their partners were invited to watch presentations by a variety of speakers and to take part in workshops discussing the very real issues that cancer survivors face.

Jane Archer, MacMillan Patient Information Manager, said: "We

are looking at improving the ongoing services and support for people in York who are living with, and beyond, cancer.

"The event was about listening to people and including them in a way that can ensure that survivors get the care and support they need to lead as healthy and active a life as possible, for as long as possible."



From left: Philip Molyneux, Clinical Psychologist; Jane Archer, MacMillan Patient Information Manager; Tracey Goldsbrough, Lead Cancer Nurse; Colin Sloane, User Involvement Facilitator; Hugh Butcher, patient

National Best Migraine Clinic Award

A CLINIC'S 'vital role' in helping people manage migraine has earned them a top award from national charity Migraine Action.

The team from York Hospital's headache clinic have scooped the 'Best Migraine Clinic' award in the Migraine Heroes Healthcare Awards after being nominated by one of their patients.

The clinic is headed by Consultant Dr Andrew Heald and is run by Dr Manuela Fontebasso, a GP specialising in headache, and Specialist Headache Nurse Jill Murphy.

Dr Fontebasso, who has been working at the headache clinic since 1997, said: "We are all very grateful for the award. It's a fantastic reflection on the team. Everyone makes such a positive contribution to the care and support we offer patients when they are referred in to us for advice



Headache heroes Dr Manuela Fontebasso and Specialist Headache Nurse Jill Murphy

and assessment of headache problems. It's nice to be noticed."

The Migraine Heroes Healthcare Awards were launched in 2008 to

recognise the special individuals and teams who have helped the one in seven people in the UK affected by migraine.

In Brief

Screensavers

MOST OF the computers at Scarborough Trust now feature the new corporate screen saver however there are still a few, including some laptops, that contain the old screen saver which features a picture of staff not adhering to bare below the elbows. If you have a laptop or a computer that needs updating with the new screensaver please contact the IT helpdesk.

Christmas post

PLEASE DO not arrange for Christmas presents from internet or mail order companies to be delivered to your work address as the hospitals' post rooms and main stores are not equipped to deal with an influx of mail. Staff at Scarborough Trust are reminded that internal Christmas cards can be placed into pigeon holes in the post room but they cannot be left for the post room staff to sort. Any cards (no matter how well disguised) will not be sorted and will instead be put into a 'Humbug box' and disposed of after Christmas.

NICE goes digital

FROM NOVEMBER, NICE no longer provides printed copies of guidance. All guidance is available from its website www.nice.org.uk, in a number of formats including NICE pathways. The best way to be alerted to new guidance is through its monthly e-newsletter, NICE news. If you would like to sign up go to www.nice.org.uk/newsletter.

Hospital garden help

LOCAL conservation volunteers and The 'Scarborough' Lions have been helping out in the Maple Ward Garden at Scarborough Hospital. New grasses and scented plants have been planted and The Lions have also donated a flowering cherry tree. Jo Davis, Hospital Arts Coordinator, has also met with a local artist who is making some gentle sculptures for the space.

Productive Wards

For the past year the **Productive Ward Programme, designed to release more time for staff to care directly for patients, has been rolled out across York Trust.**

After hearing of amazing results following the first two modules of the programme, 'Well Organised Ward' and 'Meals', *Staff Matters* took a closer look at how small changes are making a big difference.

Sue Tyce, Project Support Officer for Productive Wards, has been pleased by the way staff have embraced the project.

Sue said: "The 'Well Organised Ward' module has meant that staff have seen immediate benefits. It is really about simplifying the workplace and reducing waste by having everything in the right place, at the right time, ready to go.

"On the wards we have introduced standard procedures and daily checklists for storage rooms, sluices, and treatment rooms. We've de-cluttered storage areas to create an ideal workplace simply by organising,

cleaning and reducing waste.

"Small changes, such as making sure all the door signs to the entrance of wards carry the same information in the same way, has meant that people can see the ward speciality, ward number, who is in charge and visiting times at a glance. This has meant fewer interruptions for staff.

"The 'Meals' module has seen some really dramatic results"

"At the moment we are busy standardising end of bed documentation so that every ward in the hospital will have an identical folder for each patient's essential information."

Ward 34 has recently completed the module and Deputy Ward Sister Sarah Price has been delighted with the results. Sarah said: "We couldn't believe a small change to end of bed documentation could make so much difference. Everything is now kept in a special folder and indexed

so it is all in order and really easy to use. It's already saving us time and it makes life so much easier knowing that every patient's notes will be the same throughout the hospital."

Sue Tyce continues: "The 'Meals' module has seen some really dramatic results. After videoing and studying mealtimes staff were able to see where they could make improvements. This has resulted in less time wasted on food delivery and more time making sure staff have time to feed patients who require support. The time released to care was equivalent to a Band 2 for 26 days and 16 hours over 30 days for 16 wards.

"We have also worked with catering staff on new individual menus for patients which have reduced waste and saved money. Previously all wards bulk-ordered their food and after just six months, the savings made total £25,520 across the Trust."

● For more information about Productive Ward, please contact Sue Tyce, Project Support Officer on ext 6484.

Fundraising

More information

For more charity information or to support an appeal, please contact Lucy Watson on 01904 721737 or email lucy.watson@york.nhs.uk



Round-up of activities

Harrogate Kidney Dialysis Ball

The Harrogate Kidney Dialysis Ball took place on Saturday 29 October raising a fantastic £8116.92 towards the Harrogate Share the Care Appeal. The appeal is aiming to raise £200,000 for a new shared care Kidney Dialysis unit at Harrogate District Hospital. The ball committee would like to say a big thank you to everyone who attended and supported the ball.

Christmas Fair

A Christmas Fair in aid of York Teaching Hospital Charity takes place on Sunday 4 December between 1-5pm at the York Hospital Social Club. Stalls include hand made cards and gifts, cup cakes, Avon products, toys, jewellery, vintage sweets and a café shop with home baked treats. Entry fee £1, raffle, and a chance to meet Father Christmas!

Ladies Christmas cocktail making at Yates's Wine Bar!

An exclusive 'Ladies Christmas cocktail making evening' has been organised for Trust staff at Yates' Wine Bar in York. The evening will take place



in Yates's upstairs lounge on Thursday 8th December, starting at 8pm. Ladies will receive a glass of Bucks Fizz on arrival and have the opportunity to make up to 3 cocktails each during the evening. Nibbles will also be provided and a raffle with great prizes will take place on the evening.

Tickets cost £15 each and friends and family of Trust staff are also welcome.

Scarborough car parking update...

IN February, following a lack of pay and display compliance and significant access problems caused by nuisance parking, Scarborough Trust introduced car parking enforcement.

- Staff are reminded that parking rules apply 24 hours a day, seven days a week
- All vehicles parked on site must display a valid permit and/or pay and display ticket
- If you wish to apply for a parking permit please complete a permit application form, available from the car parking page on the Trust intranet in the section labelled, "News, Notices, Items for sale, Special Offers" or the Facilities Helpdesk
- Permits and pay and display tickets should be displayed so that they can be easily read

by the parking attendants

- Unofficial handwritten or typed notes will not be accepted as proof of payment nor can they be used as a reason for exemption from either the charge or any penalty charge notice
- In the drier months, the grassed area adjacent to the West Wing car park is opened as an overflow car park and is available to all users. For safety reasons this area is closed during the winter months.
- Please do not approach the Facilities Department or the Facilities Helpdesk with any issues relating to ticket dispute. The appeals process is managed wholly by TPS Parking Solutions on behalf of the Trust.

A full briefing note about car parking is available in the 'Everyone' email folder.

Sounds good – music Wednesday



The Yorkulele band

TALENTED students from York St John's University entertained staff and patients with a diverse mix of musical genres at York Hospital's latest 'Music Wednesday'.

The concert, held in the chapel, featured something for everybody from a mellow guitar and vocal solo to haunting folk songs from the choir.

The highlight of the afternoon was a foot tapping rendition of 'Teenage Kicks' by Yorkulele – the university's one and only ukulele band.

Colin, a patient on ward 11, attended the concert to brighten up his day. He said: "I enjoyed every

minute of it and I will be coming again. Any chance they could come and play on ward 11 next time?"

The next performance from the students will be on Wednesday 23 November between 3.30pm and 4.30pm in the hospital chapel followed by a Christmas performance on Wednesday 14 December.

The Micklegate singers will also be in the foyer of the hospital for Christmas carols on Saturday 17 December between 2.30pm and 4.30pm.

It's open to all so staff and patients please spread the word - come and enjoy a musical treat!

Renal unit unleashes artistic talents

AN EYE-CATCHING new exhibition of textile art has gone on display at York Hospital thanks to patients from the renal unit and the city's Quilt Museum and Gallery.

The innovative project, inspired by homes and gardens, was designed to give dialysis patients from the renal unit the chance to learn new skills and show off their creative talents while receiving dialysis treatment.

Over ten weeks patients have been busily creating over thirty 'mini' quilts to produce five stunning quilted banners which are now on display near the renal unit.

Lesley Seeger, Arts Development Worker for York Hospital said: "We can't thank the Quilt Museum enough for bringing out the creative talents of our patients. It has meant a lot to people here as they can be on a dialysis machine for anything between



Trust Board Member Dianne Willcocks, Art Development Worker Lesley Seeger, patients Arthur Marshall, Ann Metcalf and Emma Barker near the quilts

three and five hours a session. Patients have commented that when they are engrossed in creating their quilt they forget all about their dialysis."

Renal patient Emma Barker, who was involved in the project, said: "I absolutely love the time I spend creating artwork at the hospital. Two

hours fly by and I get such a lot of encouragement from Lesley and the staff here, it's made me see that I can be creative. My husband was really proud of me when he saw my quilt. Working on the project brings everybody together - it feels as though you are working with a group of friends."

Domestic violence awareness

In November a new Domestic Violence Awareness campaign was launched at Scarborough Trust.

Working in partnership with Scarborough's Domestic Abuse Partnership and the 'Making Safe Team,' Scarborough Trust has adopted a NICE approved awareness campaign and package of support.

As part of this campaign, a new poster highlights the wealth of support that is available locally. New badges are also being worn by the Trust's 25 Link Nurses – nurses who have been specially trained to support patients and staff with regards to domestic violence.

The badges which identify the nurse as a Domestic Violence Link Nurse are designed to encourage victims of domestic abuse to speak up.

Jo Monty, Named Midwife for Child Protection said: "For many people who experience violence



Link Nurses at the launch of the Domestic Violence Awareness Campaign

or abuse, an NHS setting such as a hospital often represents the one place where it is possible to talk to someone about their experience without discovery or reprisal.

"Our Link Nurses are trained to recognise through routine questioning the signs of abuse

and are educated about the support and help that is available.

"I would like to thank Arwen Strudwick, the Leeds Health Domestic Violence Co-ordinator who originally developed the NICE approved package we have adapted for our locality."

ENT department developments

A NUMBER of changes have recently taken place in the ENT (ear, nose and throat) department at Scarborough Trust which are improving patient pathways and service delivery.

A new team of Consultants are in place who are working in partnership with colleagues at York Trust. There has also been significant reorganisation of all ENT clinics at Scarborough and Bridlington Hospitals.

A new head and neck lump clinic allows for a fast access to see a consultant within two weeks of referral. The clinic sees all new neck lumps, including recent onset thyroid lumps. The clinic which started in August was set up within the national cancer network guidelines for head and neck cancer.

A monthly voice clinic has also commenced where patients see both an ENT consultant and a speech therapist. The introduction of this clinic will help improve the voice disorder services in the Scarborough locality.

Work is also taking place to introduce a new balance and dizziness clinic.

In partnership with Scarborough GPs the Trust's ENT webpage has been redeveloped to reflect these service changes. The website now includes details of the team, referral guidelines for general practitioners and recommended literature on management of common ENT problems. The general public can also access the page to download general information on common ENT conditions, patient information leaflets and find useful links to other ENT websites.

For more information visit www.scarborough.nhs.uk/ear-nose-and-throat.php

Interfaith week

FOLLOWING York's Interfaith Week, from 30 November - 9 December, York Hospital Chapel will be hosting an exhibition of panels displaying information about various faith communities. This is open for everyone to view.

● For further information contact Stuart Petty, Hospital Chaplain on 01904 725579.



Focus On: Best practice in infection control

Scarborough Trust's infection control work was recently showcased at the International Society for Infection Prevention and Control. Sue Peckitt, Deputy Director Infection Control presented a poster on 'Clostridium Difficile – The Scarborough Experience' whilst Donna Winter, Senior Clinical Nurse Specialist, presented a poster on 'The Wash Factor' an innovative singing competition to promote good hand hygiene. Some highlights from the information featured on Sue's poster are given below:

What is Clostridium Difficile?

- A spore forming bacteria that 3% of healthy people and 10% - 20% of hospitalised people carry in their gut. It is normally kept in check by the bowel's bacterial flora
- Infection ranges from mild to severe diarrhoea to, more unusually, severe inflammation of the bowel (known as pseudomembranous colitis).
- O27 ribotype is a virulent strain, produces more toxin and has a higher morbidity, relapse and mortality.
- Resists standard cleaning and has a greater environmental contamination rate
- than other strains
- People who have been treated with broad spectrum antibiotics (those that affect a wide range of bacteria), people with serious underlying illnesses and the elderly are at greatest risk – over 80% of Clostridium difficile infections reported are in people aged over 65 years.
- C.difficile infection may cause outbreaks in communal settings (i.e. hospital/care facilities) spreading directly from patient to patient or being acquired from the environment, contaminated equipment or via healthcare workers' hands

Scarborough Trust – the background

- Scarborough Trust provides acute services to a resident population of approx. 225,000 (rising in the summer) over nearly 2,000 square miles
- Demographically, the population includes an unusually high number of elderly residents, with attendant healthcare needs
- 2009/10 Trust ranked 4th worst in the UK, rate per 1000 bed days had not decreased where most other Trust's had halved
- An outbreak of C.difficile O27 was declared in May 2009.

Key issues from the outbreak investigation

- Inadequate environmental decontamination.
- Lack of documented evidence of discussion with the Consultant Microbiologist which resulted in inappropriate antimicrobial prescribing
- Lack of specimen review/ clarity of diagnosis prior to antimicrobial prescribing
- Bed occupancy always exceeded 85% and excessive patient moves/ consultant transfer during in-patient stay (on average 5 bed moves per stay)
- Patients not having timely stool samples collected/delay in isolating the patient
- Key clinical staff needed to take on responsibility for infection prevention and control

Trust management actions

- £500,000 extra investment into domestic services in order to meet the National Cleaning Specification
- Dedicated isolation unit with single en-suite rooms which can flex in size to meet demand (maximum 15 Clostridium difficile positive patients)
- Executive chaired, multi-disciplinary team Clostridium difficile meetings with a monitored action plan
- Zero tolerance related to hand hygiene and bare below the elbows compliance

Practice Improvements

HPV decontamination of equipment and environment BIOQUELL

- Investment in a HPV decontamination programme initially via Bioquell, then in-house by Bioquell trained staff.
- This ensures a validated method of decontaminating the environment and equipment.
- Costs per single room deployment for in house service £100

Sporicidal cleaning wipes – clinell

- Introduction of sporicidal cleaning wipes (Clinell Red) for all commodes daily.
- In areas with Clostridium difficile cases commodes and equipment are cleaned after each use with Clinell red
- Effectiveness is monitored via ATP monitoring



HCA's from Bridlington Hospital with the new DBO Commode

Design Bugs Out Commodes KIRTON

- The Trust was the first Trust in the UK to fully replace all the existing commodes with the DBO commode
- Top loading bedpan which reduces "commodeagraph" splashing
- Well received by patients and staff
- Design improves cleaning as shell lifts off the base for cleaning/crevices and grooves are eliminated
- Easier to store
- Were deemed an improvement during a Care Quality Commission inspection

Challenges for 2011/12

- Continuing to assure the public that Scarborough Trust is a safe healthcare provider
- Maintaining control amidst the changes to C.difficile testing – trajectory is 46
- Achieving cleaning specifications
- Maintaining the isolation facility
- Potential financial penalties
- Antimicrobial stewardship in the Acute Trust and in Primary care



HCA's' mealtime idea

Patients on Waters Ward at Bridlington Hospital now have more choice when it comes to mealtimes thanks to the ingenuity of the ward's Healthcare Assistants.

Waters Ward cares for many patients who are being rehabilitated following a stroke many of who are on a soft food or pureed diet. The Ward's Healthcare Assistants noticed that patients who were on a soft food or pureed diet were not getting as wide a choice as other patients when it came to choosing their meals. This meant that they were often eating the same food each day and were quickly becoming bored with what they were eating.

The Housekeeper and Healthcare Assistants on the ward approached Ken Brown, Head Chef, to discuss their concerns and working together a new menu has been introduced, to ensure that all patients have a better choice of food, which meets their individual requirements.

A new menu card has been introduced which is white – a contrasting colour to the other menus – this means that the Chefs instantly know that the food is to be pureed. It also features a specially selected menu, to ensure that taste is not compromised despite



the fact that the dish is pureed.

Stephanie Fairest, Healthcare Assistant, explained: "We wanted to be able to give our patients more choice. Rather than do nothing, we asked Aly Tipper our Ward Sister if we could try to come up with a solution for the patients."

"Since the new menu has been introduced we have noticed less waste and have even had patients asking for seconds, which never happened before."

"It has very much been a team effort involving everyone from the Housekeeper Edna, Healthcare Assistants, Domestics, Dieticians and the Chefs."

Back from left: Stephanie Fairest (HCA), Edna Brent (Housekeeper), Jo Woodall (HCA) and Julie Atkinson (Chef)

Picture: Bridlington Free Press

"Our patients eat their meals in the day room and it is very much a social activity and a big part of their rehabilitation. It is great to see them enjoying their meals again."

Following the success of this project on Waters Ward the Trust hopes to roll out the new menu to other wards.

We are delighted to announce that October's ABCD Award went to Stephanie and the team.

Heart checks



The Cardiology Team with guest speaker Dickie Bird at the Age UK launch

ANNETTE SQUIRES, Telehealth Heart Failure Nurse, and colleagues from the Cardiology Department at Scarborough Hospital were involved in the launch of Age UK. Staff carried out pulse and blood pressure checks as well as providing information about telehealth and cardiology.

Annette Squires said: "Staff who took part included Emma Robinson, Janice Morrit, May Bragado, Viv Blackwell and Lorraine Noble. It was a good day that was well attended."

"I would like to take this opportunity to thank everyone who supported me with the Atrial Fibrillation Clinic, which has now come to an end."

25 years of service

COMMUNITY staff from York, Selby, Scarborough, Whitby and Malton were honoured for their remarkable achievement of 25 years of service at a recent celebration at Sandburn Hall near York. The ceremony was introduced by York Hospital Chairman, Alan Rose.

Awards were presented to 49 staff by Chief Executive Patrick Crowley who spoke of his optimism for the future of community services and thanked staff and their families for their contribution to the future of the NHS in North Yorkshire.

New look

AFTER three years, Scarborough Trust's internal patient safety newsletter – Safety Matters – is getting a makeover. As part of its review, an editorial board has been established to look at the content of the newsletter and to encourage continued focus on staff safety. The monthly newsletter will be re-launched in December and will contain information on general health and safety, safety statistics, governance and risk management, patient safety, environmental news alongside other contemporaneous information.

To submit an article please contact tracy.mathers@acute.sney.nhs.uk

Security: looking for the phrase that pays

SCARBOROUGH TRUST is launching a competition for staff to come up with a catchphrase to help reduce the amount of personal valuables left behind at Scarborough and Bridlington Hospitals.

Dentures, glasses and hearing aids are the most common items to be left behind by inpatients who often leave the items in their bed or bedside cabinet.

In order to tackle the problem Healthcare Assistants and Housekeepers are working with Elaine Hayward, Service Redesign Manager, to look at ways to reduce lost personal valuables and raise awareness with staff.

As part of this work, the group



would like your assistance to come up with a memorable strap line or acronym to routinely remind HCAs and

From left: Kay Walters (HCA Maple Ward), Sister Christine Shenton (Sister on Oak Ward and Patient Property and Valuables Work Lead) and Laura Richardson (HCA Oak Ward)

Housekeepers to check for specs, dentures and hearing aids as part of their daily bed checking and bed stripping when the patient is discharged home. It would be helpful if the acronym formed a word and was catchy.

● If you have any ideas please email Elaine Hayward, Service Redesign Manager at Elaine.hayward@scute.sney.nhs.uk

York Star Performers

September's Star Performer was Tina Parry, Domestic Assistant, nominated for her friendly and committed attitude to her work in the hospital.

Tina takes great pride in everything she does and works extremely hard and diligently in the main reception area to keep it looking its utmost best.

The Star Performer for October was York Hospital chaplain Stuart Petty who has been recognised for



the extra support he has provided on a number of occasions in recent months. Recently he provided



support to staff after the sad loss of a colleague and arranged a memorial service which was greatly appreciated.

Saying farewell to colleagues

THIS issue we say goodbye to Maggie Stockdale, deputy sister in Coronary Care and Cardiac Outreach Nurse, after 43 years. Maggie started work in the NHS in 1968 and joined York Hospital Coronary Care Unit in 1996. All colleagues in Cardiology and the emergency department would like to say thanks for all her tremendous hard work and to wish her well.

- Wishes for a long and happy retirement also go to Jaydruth Busssoo, Charge Nurse on ward 37 after 40 years' NHS service, Angela Cockram, Matron in Elderly Medicine after 32 years' service and Michael Stower, Consultant in urology after 34 years.

- Also saying goodbye is Brian Keen, Senior Network Engineer in Systems and Network Services who is finally retiring for good at the end of November after 17 years. Brian recently played a key role in the successful implementation of the IT infrastructure at the new Selby Hospital. His cheery disposition, enthusiasm, drive and willingness to help anyone will be sorely missed by all his colleagues.

Red socks are falls warning

Scarborough Trust is committed to improving patient safety. One of its priorities is to reduce the number of patient falls, which it is addressing through the work of a Falls Prevention Group.

The group is tasked with introducing measures to help reduce the number of patient falls and one measure which the group will be trialling is a Red Socks Campaign – to help identify patients who are not safe to walk unassisted.

The message is simple – if you see a patient wearing red socks who is standing up or walking unassisted, please walk with them.

Hilary Woodward, Matron of

Clinical Support and Bridlington Hospital, explained: "All patients who are assessed by either a nurse or physiotherapist as being unsteady on their feet and need somebody to walk with them will be given a pair of red slipper socks to wear.

"The idea behind the 'Red Socks Campaign' is that if a member of staff, or a visitor, sees a patient wearing red socks, who is stood up or walking unassisted, they will know to inform a member of nursing staff or walk with them."

The Red Socks campaign will initially be trialled on three medical wards at Scarborough Hospital in the New Year. If it is a success it will be rolled out across the Trust.

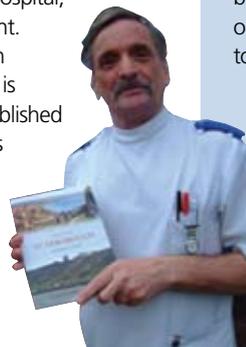
Nurse dedicates book to colleagues

MIKE HITCHES, who works as a Staff Nurse on Johnson Ward at Bridlington Hospital, has written a book entitled 'Scarborough Through Time' which he has dedicated to his colleagues at Scarborough and Bridlington Hospitals.

The book, which features a selection of photographs, traces some of the many ways in which Scarborough has changed and developed since the last century and includes images of

Scarborough Hospital, past and present.

'Scarborough Through Time' is Mike's 27th published book. A copy is available in the library at Scarborough Hospital.



New book: Mike Hitches

New bedside tables and lockers

IN ORDER to create a working environment that staff can be proud of, Scarborough Trust will soon take delivery of state-of-the-art lockers, chairs and bedside tables.

Replacement of all lockers and bedside tables with the latest Design Bugs Out' (DBO) models will not only create a better environment for patients and staff but it will also help with infection prevention and control as they are easy to clean. The new bed tables will also help with falls prevention work as they have locking wheels.

The Trust will also take delivery of thirty DBO chairs, six will be used on the Isolation Unit and the others will be used for high risk patients.

The roll out of such equipment has been made possible thanks to Charitable Funds and the Village Gift Day Committee.

Scarborough Pride

A CAMPAIGN is taking place at Scarborough and Bridlington Hospitals to instil pride in the workforce.

Nicki McNaney, Director of Nursing, said: "Work is progressing against all of the key objectives identified in the Nursing Strategy however this strategy is underpinned by cultural and attitudinal change.

"Our vision is for all staff to 'Care with Pride.' We want our staff to want to be here to serve the public and our patients.

"We need all of you to help us raise the public reputation of the Trust. Be proud, own the environment. Help us to improve our public image by keeping the hospital tidy and show patients that you care by being friendly and approachable.

"As part of this work on 1 December we will be having a blitz to take down all old and out-of-date patient information to replace with new posters."

New additions

NEWLY QUALIFIED operating department practitioners (ODPs) Hannah Shead, Katie Chidsey, Jude Chester, and Santino Mugabe have much to celebrate after successfully completing the ODP programme at Hull University, and also finding jobs with York Trust.