A group of maternity support workers from York and Scarborough hospitals have been the first in the Yorkshire and the Humber region to complete a new course at Leeds Metropolitan University to enhance their clinical skills in caring for babies, mothers and their families.

The course provides students with the opportunity to build on what they already know and to share their experiences.

Steve Hogarth, Head of Midwifery, said: “Most of our students have juggled full time working with their first university course. It’s a fantastic achievement, their dedication has seen them become skilled, knowledgeable support workers in maternity care.”

Sharon Oliver, associate director of education commissioning and workforce development from NHS Yorkshire and the Humber, said: “Maternity support workers are essential in caring for babies, mothers and families. “The aim of the course is to help those who are currently working as maternity support workers to build on and enhance the skills they already have. Those who have completed the course have taken a great deal away from it that will enable them to deliver a higher standard of support.”

Laura Barley, Emma Redford and Jacqueline Cain from York Trust and Ann Kelly from Scarborough Trust completed the course.

Ann Kelly said: “I thoroughly enjoyed taking part in this course. Although going to University and writing assignments was out of my comfort zone, I really enjoyed the experience and will be able to put the skills that I learnt into good practice.”

Ann, who lives in Scarborough, started working at the Hospital in 2003 as a Domestic. Joining the nurse bank she went onto become a Healthcare Assistant, joining the Maternity Department in 2009.

Ann continued: “My role is community-based. Covering the whole of Scarborough I help new mums with feeding, bathing and anything else that they may need support with. I absolutely love my job – no two days are the same.”

Laura Barley (second row from back, first on left), Emma Redford (second row from back, second from the left), Jacqueline Cain (second row from back, fourth from the left) and Ann Kelly (front right)
Integration update

A great deal of work is involved in making the case for the acquisition, and several key organisations need to be involved in order for it to happen. This update gives an overview of the organisations involved and the documents that have been produced to support the process. In keeping with a commitment to staff made at the start of the process, this briefing describes these documents, their purpose and content.

Overview of the documents

Benefits case:
The report looks at the history and context of both organisations as well as information about the populations they serve, and, taking into account predictions for the healthcare needs of the population over the coming years, gives an overview of the benefits of becoming a single organisation rather than remaining as two separate Trusts.
The vision for the new organisation is to be “recognised locally and nationally as delivering outstanding clinical services that meet the needs of its varied population and supports services that matter to patients.” It will provide certainty and sustainability where this has previously not been the case.
Both Trusts agree that becoming one organisation will improve clinical quality, safety and patient experience whilst maintaining local access and an increased range of services.
The report highlights how the acquisition would lead to benefits for the populations of both organisations and is supported by case studies illustrating what this would mean in practice.
The four broad areas where benefits could be derived relate to:
- Recruitment and retention
- Clinical mass
- Cost
- Governance

The benefits case is available on the CCP website: www.ccpanel.org.uk

Integration Plan:
The integration plan details how we will bring the two organisations together.
There are three phases:
- Acquisition
- Organisation Integration Stage 1
- Service Transformation Stage 2

Integrated Business Plan:
The plan sets out the strategic direction of the new organisation, and identifies the following:
- Why acquisition of Scarborough is right for York
- The needs of our stakeholders
- The corporate objectives
- How services are planned to meet stakeholder needs and deliver objectives

The integrated business plan will be made available on the intranet in the near future.

ANY QUESTIONS?
Through Staff Matters, we will be publishing answers to questions and dispelling myths and rumours. If you have a question or concern, 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. Alternatively, you can talk to your line manager about what is happening in your area or department.

Who is involved?

Cooperation and Competition Panel (CCP):
The role of the CCP is to monitor competition and choice in the health service. They are looking at our plans for integration to ensure that we are not limiting choice for patients.
We have submitted the benefits case document to them, and have spent time with them making the case for acquisition in terms of the benefits that will be realised for the Scarborough and wider east coast population. They have also requested and been provided with a significant amount of supplementary information, including the other key documents, to assist with their decision making process.

Monitor:
Monitor is the Foundation Trust regulator and is a key player in the acquisition process. The Secretary of State must agree to the dissolution of Scarborough Trust for finance and governance, and this will inform York Trust Board’s decision to proceed with the acquisition with a view to becoming a single organisation.

Department of Health:
The Department of Health is another key player in the acquisition process. The Secretary of State must agree to the dissolution of Scarborough Trust in order for the acquisition to go ahead. The benefits case, the integrated business plan and the integration plan will be submitted to them, along with the business case for the dissolution of Scarborough Trust.

What happens next?

Work is now underway to build the detailed plans for integrating York and Scarborough’s clinical services.
The successful integration of our clinical services is key to realising the benefits of becoming a single organisation. The pace of this integration will vary, with some services already working in an integrated way and others who will take longer. Some will integrate to form single services and others will remain as separately managed services provided on a multi or single site basis.
Clinical directors, lead clinicians, directorate managers, heads of service, matrons and support services from both Trusts will work through a process to develop their clinical integration plans for each service area. A similar approach will be applied to non-clinical services.
Winning performance

The winner of the November Star Performer Award is Gillian Younger.

As the Deputy Directorate Manager for Medicine, Gillian took responsibility for coordinating three ward moves as part of the refurbishment programme. Patient transfer can be complex and present a risk to patients, representing a huge challenge. Gillian’s exceptional planning skills in the run up to the first ward move meant that each move was achieved seamlessly and completed in 1.5 hours. Gillian even gave up some annual leave she had planned to achieve these moves and throughout everything she kept a smile on her face and ensured that patients and staff were kept at ease and informed.

Gillian certainly went above and beyond what is expected of her to maintain an exceptional level of service to patients.

Below: Gillian receives her award

Lynn is ABCD Winner

A Scarborough midwife who was nominated by a patient in a heartfelt nomination has been named November’s ABCD Winner.

In Lynn Duggan’s nomination, the patient wrote: “This lady is outstanding she helped me throughout my delivery of my son who was born sleeping.

“Lynn stayed with me throughout and never left my side unless it was to get another member of staff. She is fantastic, she talked me through everything and told me what she was doing step by step. I would love for her to deliver my next child she is amazing and I am so grateful to have had her to deliver my son at the saddest time of my life.”

When she was informed that she had won the award, Lynn said: “Thank you so much I am delighted.”

Lynn has donated her £50 cheque to the Macmillan Unit.

Patient safety successes shared

On Wednesday 22 February staff are invited to learn more about key patient safety projects which are underway at Scarborough and Bridlington Hospital when groups will share improvements, challenges and successes of their work in the following areas:

- Falls reduction
- Nutritional assessment
- Pressure ulcers
- Care of the deteriorating patient
- Improving prescribing
- Infection prevention: venous cannulation and catheter care

The event will take place in the Lecture Theatre, Post Graduate Centre at Scarborough Hospital. A morning session will take place between 9 and 12, and the afternoon session will take place between 1 and 4pm. Everyone is invited to attend one of the sessions and we would encourage at least one representative from each ward or department to attend.

IG Screensaver

An Information Governance (IG) themed screensaver has been rolled out across Scarborough Trust. The IG screensaver is intended to promote good IG practices and emphasise the importance of handling patient data securely and confidentially, supporting the Trust’s efforts to meet its statutory compliance responsibility.

The screensaver will only come on when a PC is left unattended for a period of time. It also points staff to an internal extension number where they can obtain additional support for safeguarding patient information.

New clinic launch

THE ENT Department at Scarborough Trust is hoping to launch a new service – a one stop head and neck lump clinic. The innovative clinic which will take place at Scarborough Hospital every Tuesday morning is for patients with lumps or masses in the head and neck regions and may include all thyroid lumps.

The clinic aims to see, assess, diagnose and plan further treatment in one hospital visit. At the clinic patients will benefit from the input of a team of Head and Neck Surgeons, Head and Neck specialist Nurses; alongside Cytopathology and Radiology support if needed.
**Fundraising**

**Round-up of activities**

**Make 2012 your Leap Year**

IF YOU are looking for a new challenge this 2012 then the York Teaching Hospital Charity has the ideal challenge for you! Take part in a tandem skydive for free if you raise a minimum of £400. It takes place on Saturday 24 March in Grange-Over-Sands in the Lake District where you will experience a 12000ft freefall with spectacular views. All money raised will go towards the STAR Appeal which is aiming to raise £300,000 to refurbish York Hospital’s Stroke Rehabilitation unit which is desperately in need of modernisation to meet the specific needs of patients recovering from a stroke.

Why not share the fear and jump with a group of friends or work colleagues?

To book your place, please contact Lucy Watson on ext 721737 or email lucy.watson@york.nhs.uk

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**Charity speed dating event for Valentines**

THE HOSPITAL Charity has organised a Valentines Speed Dating event on Wednesday 8 February at the Pitcher and Piano in York for the STAR Appeal. The evening starts at 7pm with a complimentary welcome drink before starting with the first date at 7:30pm. There will be up to 15 dates throughout the evening, each lasting 4 minutes and a break half way through to socialise. There will be plenty of drink offers including 2 for 1 cocktails and discounts on beer and wine.

The age of participants must be over 18. Tickets are £15 including a free drink. To book your place at the event, please contact David Ferguson on 01904 724521 or email david.ferguson@york.nhs.uk

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**Maureen’s award for outstanding contribution**

MAUREEN DICKINSON, Orthodontic Nurse, at Scarborough Hospital, pictured, was recognised at a recent event for her outstanding contribution to orthodontic nursing. At the annual British Dental Association Honours and Awards Dinner held at the Chancery Court Hotel in London Maureen received an award for outstanding contribution to orthodontic nursing from the Orthodontic National Group for Orthodontic Nurses and Therapists (ONG).

A spokesperson from the awards said: “Maureen is an experienced Orthodontic Nurse and during her career she has guided her consultants, specialist doctors and registrars, house officers and nurses, not to mention legions of patients she has worked alongside over the years. “Maureen joined a number of likeminded nurses and set up the Orthodontic National Group for Dental Nurses, a title which later expanded to include orthodontic therapists. Maureen cares passionately about orthodontics, and in particular the role and development of nurses. As an ONG member, she encouraged and supported the post qualification Certification in Orthodontic Nursing, the development of extended duties for nurses and the introduction of courses for orthodontic therapists."
York in bid to find HIV vaccine

THE Hull York Medical School (HYMS) Experimental Medicine Unit at York Hospital is taking part in an important clinical trial that could potentially save millions of women from contracting HIV in Sub-Saharan Africa.

The Phase 1 clinical trial, which is funded by the Wellcome Trust and known as MUCOVAC2, will run for up to a year and will enrol 36 healthy, HIV-negative women aged 18-45 years at HYMS Experimental Medicine Unit which is based in the hospital and St George’s University of London. It is being carried out to assess a new vaccine which targets the virus’ most common strain, Clade C, that has caused the greatest number of HIV infections around the globe, infecting half of the 34 million people with HIV.

Sian Griffiths, Study Physician for the trial in York said: “We’re extremely proud to be part of this cutting edge study - it’s such an important area of research.”

“When you consider that each day an additional 7,000 people become infected with the virus the work we are doing is of international importance in the fight against HIV.”

Anyone interested in becoming a volunteer should contact HYMS Experimental Medicine Unit on 01904 72 1893 or email emu@york.nhs.uk. Volunteers can be paid up to £1000 to cover time and expenses.

Scarborough’s food advice to Canada

Scarborough Hospital has been sharing advice with its Canadian namesake – Toronto-based Scarborough Hospital.

Although an ocean apart, it’s not just the names that are the same, but the Canadian Hospital has recently embarked on a project to improve its food also using a well known chef.

The project called ‘ReFRESHing our Menu’ mirrors the project that has taken place at Scarborough Trust, however rather than James Martin it is Toronto-based chef and local food activist Joshna Maharaj who is leading the initiative.

The Toronto-based hospital contacted Scarborough Hospital after reading about the James Martin project on the internet and has recently featured an article about ‘Operation Hospital Food’ in its newsletter, with Catering Manager Pat Bell sharing her advice and words of wisdom.

Susan Bull, Manager of Nutrition and Food Services at The Scarborough Hospital in Toronto, said: “It’s simply outstanding to know that, even a continent away, the importance of healthy foods in hospitals is gaining such momentum.”

In Brief

New Surgical Assessment Unit

Scarborough Hospital opened a Surgical Assessment Unit earlier this month. Located on Beech ward (Annexe) it is open Monday to Friday 11am till 7pm.

Liz Booth, Operations Director, said: “Thank you to all those involved who worked relentlessly to make it happen.

“This is an example of a positive development to ensure all our patients receive the right care by the right health care professionals in a timely way.

“We will be evaluating the outcome of this development. Thank you to all who will contribute to making this a great success.”

Council notes improvements

Scarborough Hospital has been rated ‘Good’ in a routine food hygiene inspection, making significant progress since last year’s inspection.

In May, work was undertaken to replace the floors and skirting boards in the kitchen.

James Hayward, Director of Facilities, said: “We are committed to ensuring that our food safety is the highest standard which our patients quite rightly should expect.”

Christmas wrap-up

Twas the morning before Christmas lunch at Bridlington Hospital where a good time was had by all. Photo – Christina Royal and Ellen Booth
Trusts pull together to reduce pressure ulcers

Both Scarborough and York Trusts have seen reductions in numbers of pressure ulcers thanks to the efforts of staff.

Sam Haigh and Helen Wright, Scarborough Hospital’s Tissue Viability Clinical Nurse Specialists, would like to thank nursing colleagues for their hard work with regard to pressure area care, as the Trust is pleased to report that it has not had any hospital acquired Grade 4 (EPUAP) pressure ulcers in the past 14 months.

Sam explained: “We think that this is due to many factors, including good attendance at mandatory training and department snap shot sessions, the provision of pressure relieving equipment 24 hours, seven days a week and the timely reporting of any problems regarding equipment.

“Completion of the weekly pressure ulcer incident report and quick and appropriate referrals to the Tissue Viability team has also helped alongside the identification of vulnerable patients, regular re-positioning regimes and the use of effective communication tools when handing over new patients between areas.”

Nicki McNaney, Director of Nursing, said: “This is great news for the Trust and testament to the excellent standard of nursing care.”

A report by the Tissue Viability team has shown that the incidence of pressure ulcers at York Hospital continues to fall with dramatic results.

Libby McManus, Chief Nurse, said: “We’re delighted with these results. It shows just how committed everyone is when it comes to driving up essential standards of care for patients.”

A yearly audit has shown that the cases of pressure ulcers acquired in hospital in 2011 has halved compared with 2010. There were no grade 3 and 4 ulcers which are the most severe.

Libby continued: “We’ve calculated that the Trust saved almost one and a half million pounds over the past year in costs associated with pressure ulcers. This is great news for patients, staff and the hospital itself.”
Research News

Prestigious role for York midwives

YORK Hospital has been chosen to pioneer a research project that will have a big impact on the health and wellbeing of children and adults of the future.

The Born and Bred in York (BABY) project will ask questions that have never been asked before to help gather the crucial information needed to help the NHS improve people’s health and wellbeing, including mental health problems and obesity.

Research midwives Louise O’Higgins and Sara Collier-Hields have been appointed to work exclusively on the BABY project and are hoping to recruit as many as 3,000 families to take part.

Louise said: “We’re delighted York Hospital has been chosen for this important research, it’s a real milestone for the hospital. It is the first big piece of research like this to be undertaken in the North of England.

“It’s also the first time such information has been gathered throughout pregnancy, birth and baby’s first year. One of the first things we will be monitoring is the wellbeing of mums-to-be and new mums to gain more information that will help prevent and treat postnatal depression. The research will help us find out more about whether postnatal depression can be predicted in pregnancy in the future.

“The research has far reaching implications for future generations - the more people take part the more valuable the research. Between now and August we will be trying to reach as many mums to be as possible.”

The team are urging staff to spread the word to any friends or family expecting a baby in the next few months.

Anyone wishing to take part in the research should contact the Research Midwives on 01904 72 1982 or email baby@egyork.ac.uk or visit the website at www.bornbreadyorks.org.

Food for thought after a busy year

NOW that the turkey and Christmas pud have become a distant memory, Staff Matters caught up with York Hospital’s hardworking catering team to find out how they survived their most demanding time of the year.

After celebrating the busiest year so far in the Mallard Restaurant the catering team turned up the heat to deliver a bumper food fest for staff and patients over Christmas and New Year.

A hundred Christmas lunches per day were served in the run up to Christmas as well as the usual healthy choices, salads and sandwiches.

On Christmas Day lunches were served right through the hospital to all patients and staff. Catering supervisor Sandra Pearson was on duty to make sure everything ran smoothly.

Sandra said: “It’s always a relief when everything goes well as we try to give as many of the team as possible Christmas Day off. We provide a special Christmas lunch and always deliver meals to staff who can’t make it to the restaurant. At tea time everyone has party food delivered which makes for a lovely atmosphere on the wards.

“Food is so important to people during the festive season, we want to make sure patients and staff can enjoy this special time as much as possible. It makes all the hard work worthwhile.”

Catering supervisor Liz Turner is hoping 2012 will be even more successful for the Mallard. She said: “We’ve kept the prices the same for the past three years and have worked hard to provide what people want. The meal deals have been really successful and the healthy options are very popular. We have recently introduced new menus which are already going down well – our aim is to get better and better!”

In Brief

Whotta lotta chocolate!

CLAIRE THOMPSON (pictured) from the Cancer Care Centre has won a competition with the hand cream company, Yes Nurse, for a chocolate cake for the staff to enjoy on their tea break.

The competition, ‘Cake for Tea Break’ was open to hospitals across the UK and entrants had to write a paragraph about why their team deserved to win a tea break.

Claire said in her entry, “The team work so hard and care so much for the patients that I thought it would be lovely to give something back to them. If ever I was in a situation when I needed cancer care, I couldn’t think of another team I would rather have caring for me.

It is such a busy department and a tea break is just what is needed.”

Congratulations to the team and we hope they enjoyed their cake!

Concert thanks

THANKS go out to all those who helped make the NHS Carol Service at York Minster such a success this Christmas.

Jo Fairclough from York Hospital helped to coordinate volunteers who helped with the event on 7 December. Jo said: “Thank you to everyone who came along and gave up their free time to make sure everything ran smoothly. It’s quite an event and the work ‘behind the scenes’ is very much appreciated.

Thanks too to our choir members from York – it all added up to being a very enjoyable evening.”

Fraud update

TO READ about the ‘Cleaning boss who was jailed for laundering £250K of NHS money’ go to http://www.nhsbsa.nhs.uk/3523.aspx
Mortuary makeover complete

YORK Hospital has extended the care offered by its pioneering Bereavement Services to include improvements to the mortuary.

Refurbishment has seen the innovative design and colour scheme of the Bereavement Suite carried through to the waiting room and viewing area of the mortuary as well as the approaching corridor.

Kevin Breheney, Mortuary Manager, said: “It has made such a difference to families facing one of the most traumatic events of their lives that they can view the deceased in pleasant and tranquil surroundings. The stark contrast between the bereavement suite and the mortuary did not fully reflect the care that we show right until the very end.”

The refurbishments were paid for by the Trust’s charitable funds. The hospital mortuary is open by appointment for viewing between 8am and 4.30pm.

“It has made such a difference to families facing one of the most traumatic events of their lives”

York leave scheme comes to Scarborough

A scheme currently up and running in York Trust is being introduced for Scarborough Trust staff as a new staff benefit.

Extra holiday may appeal for all sorts of reasons – the chance to spend more time with family, special holidays or time to complete a special project. Alternatively, you may wish to use less than your full leave entitlement, this scheme gives you the opportunity to exchange some of it for extra salary.

The opportunity to buy and sell annual leave will only arise once a year. Completed applications must be received in the HR Department by 4 March 2012. Any applications received after this date will not be processed. Staff must first obtain support from their line manager and the final decision will be made by the Divisional Manager, Directorate Manager or Head of Service.

The full scheme details including the application form can be found on the Scarborough Trust Intranet in the HR folder. York Trust staff can find the full scheme details including application form via the Staff Benefits page on Horizon or from the HR Directorate.

It is important that staff read and understand the full scheme details before submitting an application.

New year is the ideal time to quit smoking

RESEARCH shows that most smokers get motivated to quit very suddenly, spurred into action by a specific event or milestone, such as New Year’s resolution, getting fit, No Smoking Day, pregnancy, becoming a grandparent, illness or going into hospital.

Around seven million people in this country will make a New Year’s resolution to improve an aspect of their health – and stopping smoking is one of the most popular ones.

North Yorkshire Stop Smoking Service NHS has new stop smoking clinic courses starting in January 2012. Appointments are either one-to-one or group sessions and take place weekly for a minimum of seven weeks. The courses are held in health and community centres across North Yorkshire and York. Just phone the stop smoking service on 0300 303 1603 during normal office hours to find out more or to book a place. You are four times more likely to quit successfully with NHS treatment and support than going it alone.
New specialist dressing cupboard available

SPECIALIST dressings now have their own designated home at Scarborough and Bridlington Hospitals. Previously dressings were obtained from pharmacy, wards and departments however they can now be ordered via weekly stock items. If more specialised dressings are required, these are kept in the ‘Specialised Dressing Cupboard’ found on the basement corridor at Scarborough or between Johnson and Waters Ward at Bridlington.

Ward Managers have been given details of the products that are available as well as how to access these cupboards and how to record products taken.

Helen Wright, Tissue Viability Clinical Nurse Specialist, explained: “We are hoping this system will not only save the Trust money – as only products required should be taken rather than boxes – but also and most importantly ensure that dressing changes can be done in a timely manner, whenever required, ensuring patient comfort.”

TVs in time for Christmas

J ust in time for Christmas, children on the Children’s Ward at Scarborough Hospital were treated to brand new televisions and games consoles to keep them entertained over the holidays.

State-of-the-art TVs and a Play Station 3 have been installed in each of the bed spaces on the ward.

This was made possible thanks to money from donated funds and from a £5,000 donation by the parents of Emma Harrison who sadly died on the ward four years ago.

Sarah and Paul Harrison set up Emma’s Fund in a bid to support the ward in memory of their daughter.

Tracey Cleminson, play worker on the ward, said: “Mr and Mrs Harrison really started the ball rolling with the fundraising, and the outcome has been fantastic.

“A big thank you to the Harrison family for all that they have done for us, it is very much appreciated.”

Moving on

C O N G R A T U L A T I O N S and good luck to Richard Woof, Health Care Assistant in Maternity Services at York Hospital who is leaving to take up a new post as a staff nurse in a young disabled unit.

In just two years, through sheer hard work and determination, Richard has made the transition from Porter to Staff Nurse.

His rapid rise came after joining Maternity Services as a Porter in 2009 where he was soon encouraged by Matron to apply for a Health Care Assistant job.

Liz Ross, Maternity Services Matron, said: “Richard was the first male Health Care Assistant to work in Maternity Services here at York and has always been a valued member of the team. The nursing care involved in caring and supporting our mothers and babies helped to give him the confidence to apply for a ‘Return to Practice’ course for disability nursing at Hull University.

“Richard successfully completed the course in August 2011, continuing working as a Health Care Assistant throughout the training whilst studying and completing 150 hours clinical placement. He qualified as a Registered Nurse, Learning Difficulties last October.”

Richard said: “Without the support and encouragement of my close family and work colleagues at York Hospital none of this would have been possible. I am delighted at what I have achieved in the last two years. I became a Grandpa for the first time in late November - born in York Maternity - and 2012 brings a new beginning for me and my family.”

All staff working in Maternity Services would like to wish Richard well in his future career.

Stands at launch of sickness absence policy

T W O stands were held this month at Scarborough and Bridlington Hospitals to promote the new Sickness Absence Policy which was launched on 1 December.

Representatives from HR, Occupational Health and staff side were present to provide information and advice on the new policy. Copies of the new policy and the accompanying employee and managers’ guidance were available for managers and staff and are now on the Trust’s intranet under Trust Policies/Human Resources.

Rachel Kristiansen, HR Advisor, said: “Both days were a huge success and feedback from staff and managers was very positive towards the new policy.”

A leaflet on the new policy will be distributed to Scarborough staff with their January payslips.

If staff have any questions about the policy they should speak to their line manager in the first instance or contact Natalie Robinson and Rachel Kristiansen, HR Advisors on 01723 385284.
Patient Safety Workshops

HOW does documentation impact on management and quality of care? Are you interested in attending an all day patient safety workshop to find out?

A series of patient safety workshops have been planned for this year which will focus on improving documentation.

Helen Noble, Patient Safety and Clinical Governance Manager at Scarborough Trust, said: “Many staff will not be aware of the impact of documentation on management and quality of care. Good documentation and clear and legible writing can make a huge difference when examining patient notes as part of the complaints process.”

The events are open to all Scarborough and York Trust staff members. To register your interest please contact helen.noble@acute.sney.nhs.uk or pamela.hayward-sampson@acute.sney.nhs.uk

Critical Care Outreach

AS PART of York Trust’s drive to improve patient outcome, staff are being reminded that support is available for nursing and medical staff when caring for patients with complicated or deteriorating conditions.

Critical Care Outreach is on hand to help staff in situations where there is cause for concern when a patient’s condition changes for the worse.

Darren Fletcher, Improvement Manager, said: “We understand that patients can develop health problems that sometimes cause quite rapid deterioration. If staff have concerns that a patient is getting worse they can call Critical Care Outreach who will come and assess the patient and heard more about the huge range of work carried out in the hospital and community.

The team

Medical engineering service area swoop

THE Medical Engineering team at Scarborough Trust is in the process of carrying out a service by area sweep of Scarborough and Bridlington Hospitals.

“This is to ensure a structured approach is undertaken in reducing the backlog of planned preventative maintenance, assuring all medical devices are appropriately serviced in a timely manner and to allow inventory information and locations to be updated on the medical engineering database,” explained Andy Longbottom, from the Medical Engineering Department.

The scheme is proving very successful and the team would like to thank staff for their cooperation in minimising the disruption caused whilst servicing is being carried out.

All relevant staff will be informed in advance of any scheduled maintenance activity being carried out in their areas.

Speech therapy skills for tomorrow’s doctors

York MP Hugh Bayley paid a visit to Speech and Language Therapy services at York Hospital to find out more about their work after the team’s recent Giving Voice award from the Royal College of Speech and Language Therapy.

After being given a tour of the department the MP met the team and heard more about the huge range of work carried out in the hospital and community.

The team explained how they helped improve life for people with stroke, head and neck cancer, voice problems, stammering, swallowing problems, and degenerative diseases, working alongside other healthcare professionals.

Hugh Bayley said: “Speech therapy does much more than help people to speak. They rehabilitate people after a stroke and help patients with swallowing and voice problems, and help support children with disabilities. It is great that the York team have won an award for helping to train doctors in these skills.”

Below: MP Hugh Bayley with York Hospital’s Speech and Language team

Tall Man Lettering

WITH the introduction of the new Alaris GH+ syringe driver at Scarborough and Bridlington Hospitals a decision has been made to use Tall Man Lettering for the 30 drug names that have been pre-programmed into the device.

Tall Man lettering (or Tallman lettering) is the practice of writing part of a drug’s name in upper case letters to help distinguish sound-alike, look-alike drugs from one another in order to avoid drug/medication errors.

Tall Man Lettering was introduced into the pharmaceutical industry some time ago and is advocated by the National Patient Safety Agency (NPSA).

It is becoming more frequently used within the pharmaceutical industry and is being incorporated not only into infusion devices but also on the electronic pharmacy lists for wards and departments as well as the labelling of the drug boxes themselves.

The Alaris GH+ syringe drivers have 30 pre-programmed drug names, they include; AMINOphylline, AMIODAronone, DOBUTamine, DOPamine, doPExamine, FUROSemide, NORadrenaline. So, if you see drug names with unusual typeface setting, it is not a misprint, it is there to help you correctly identify the drug of choice so making the administration safer.
The SCRAP poor prescribing project was launched earlier this month at Scarborough Hospital when members of the project team held a stand outside Pat’s Place to promote the project to prescribers and nursing staff.

The project aims to improve the quality of prescribing by focusing on five key areas:
- Sensitivities/allergy box completed
- Clear and legible prescriptions – capital letters
- as Required prescriptions have a minimum frequency and maximum doses
- no Abbreviations – mg, g and ml are the only acceptable abbreviations
- Prescriber identifiable – name after signature or personal bleep

Staff were invited to guess the number of ‘pills’ in the pot. The winner was rheumatology nurse specialist Sally Kingscott who correctly guessed 673 and won the pot of sweets.

Prescribers were also invited to ‘spot the error’ on a mock prescription chart which had 10 deliberate prescribing errors. Although no one detected all the errors, Dr Kieran Brown, Dr Lizzie Kidger, Dr Steph Tabner, Ms Rhiannon Richards and staff nurses Vicky O’Neill and Joanne Close from the Dales unit spotted nine of the 10 errors.

The errors were:
- No description of allergy to Amoxicillin
- IU used instead of units for the dose of Dalteparin
- Ramipril not written in capitals
- mcg instead of micrograms for the dose of Digoxin
- No signature on the Digoxin
- ISMN instead of Isosorbide Mononitrate
- IU used instead of units for the dose of insulin
- No device on the insulin prescription
- Max dose of Paracetamol written as four doses instead of 4g
- No frequency on the Codeine prescription

“Zumba is a really fun way to burn off calories and Pilates helps strengthen the body’s core muscles which ultimately gives you better posture and balance.”

Makeover for elderly wards at York

THE Art and Design team have launched a new project to rejuvenate and revitalise the Elderly wards at York Hospital. Ward 37 will be the first to be refurbished to create a more welcoming environment for patients and visitors.

Art Officer Gill Greaves said: “Patients on the elderly wards get great care but the design of the spaces is quite plain and clinical. “They are excellent for medical purposes but lack any visual stimulation for patients. The walls are very bare and perhaps could seem austere - we would like to create welcoming, calming environments and where appropriate, also stimulating and engaging spaces that help make the most of the time spent on the wards.”

The project was given a kick start with a donation from last summer’s sponsored walk by York Hospital Chairman Alan Rose, Staff Governor Martin Skelton and Biomedical Scientist Graeme Shaw who successfully completed a 3-peaks challenge of climbing to the summits of Ben Nevis, Scafell Pike and Snowdonia in under 24 hours. Anyone wishing to support the fund can find out more by contacting the Art and Design team on ext 6943 or go to the Arts page on the hospital website to donate.

Fitness fun on offer in York

NEW fitness classes on offer to staff at York Hospital have got off to a flying start as people stick to their New Year’s resolutions to become fitter and healthier.

Fitness instructor Ann Marie Jefferies runs the Zumba and Pilates classes in the physiotherapy gym on Mondays and Kashia and Liz Martin are the instructors on Thursdays.

Ann Marie said: “We’ve had a terrific response so far. Both classes are a really enjoyable way of keeping fit and are suitable for all levels of fitness and experience. It doesn’t matter if you’ve never done it before, I’m here to make sure everyone gets the most out of it.

“Zumba is a really fun way to burn off calories and Pilates helps strengthen the body’s core muscles which ultimately gives you better posture and balance.”

Staff Matters reporter Elaine Vinter went along to try out the new Zumba class.

Elaine said: “It was much more fun than I expected. The time passes really quickly because you are so busy concentrating on the steps. I got so carried away with the music and forgot how hard I was working!”

Classes are open to staff only at £3 each and tickets can be bought from the staff shop up to seven days in advance. Zumba runs from 5.15-6.00pm and Pilates from 6.00-7.00pm.

Success for SCRAP
Renal patients at York Hospital can now browse the web and watch DVDs while having treatment thanks to the generosity of a group of staff from Aviva.

Two laptops and a netbook were donated after the Aviva team won £1,000 in a company competition. Rebecca Ryan, daughter of Andy Henwood, a recent kidney transplant patient, was part of the team.

Rebecca said: “Our team competed with others from around the world on how our work has made a difference to Aviva customers and although we didn’t win the competition, we still won £1,000. As a team we were keen to donate this money towards helping to improve the facilities for haemodialysis patients in York.”

Deputy Sister, Carole Gover said, “This is a fantastic gift for patients who spend up to five hours at a time, several times a week in the unit. It means they can stay in touch with friends, watch DVDs, shop online or just browse the internet. It helps patients to feel less isolated. Staff and patients on the unit really do appreciate the generosity of such individual donations.”

IF YOU feel the odds are stacked against you for the national lottery why not try the York Hospital staff lottery?

There is a top prize every month of £1000 and more cash prizes from £600 down to £50. Other prizes include two £3000 vouchers for Thomas Cook as well as vouchers for Curry’s, M&S, Fenwick, Mulberry Hall, Waitrose and Red Letter Days and tickets for York Races.

Teena Wiseman, Staff Benefits Manager, said: “Up to half the proceeds are paid out in prizes and the rest go towards paying for additional Staff Benefits so everyone is a winner! ”

Being in the scheme also entitles staff to 10 percent off in the staff shop. The lottery is open to all York Trust staff. Join on the lottery page on Horizon or pick up an application form from the Staff Shop or the Staff Benefits Directory. Tickets are only £2 deducted each month from your salary, and you can now have up to ten numbers in the draw.

The Staff Benefits team is looking at extending the scheme to Scarborough in the near future.

For further information e-mail: teena.wiseman@york.nhs.uk

Introducing the new virtual telephone operator

YORK Trust has recently installed a Netcall ContactPortal system to work with the telephone system. The ContactPortal acts as a virtual operator and enables you to do several things:

- Say the name of the person or department you want to speak to (the contact must be in the corporate directory)
- Search for a phone number using your phone

The system recognises the name and confirms it before it starts to dial. To stop the number being dialled say ‘cancel’.

If you find that the name of the person or department you require is not recognised by the system after two attempts, it usually means that the name is not in the directory. You will then be transferred to the operator.

The contacts available on the ContactPortal come from our in-house directory, therefore please let us know if there are any updates or amendments you think are needed. Please send any feedback or queries to: Contact PortalFeedback@york.nhs.uk