Inspection by CQC in March

The Care Quality Commission (CQC), the independent regulator of all health and social care services in England, will be carrying out an inspection of the Trust’s services this March.

The visit will take place from 17 to 20 March 2015 and during the inspection the CQC will gather information in a number of ways. These will include speaking with people who use services and interviewing individual directors as well as staff of all levels. In addition they will hold drop in sessions for people who use services and for staff and hold focus groups with separate groups of staff. Inspections will check that the right systems and processes are in place. The information is then analysed to judge whether the Trust’s systems are safe, effective and caring, whether they are responsive to people’s needs and whether they are well-led.

Prior to the inspection staff can share their experience of working at York Teaching Hospital NHS Foundation Trust, including any particular areas of concern as well as what is working well. Focus groups will be arranged and the dates will be shared when they have been arranged.

As there are unlikely to be focus groups at the Trust, the information is then analysed to judge whether the Trust’s systems are safe, effective and caring, whether they are responsive to people’s needs and whether they are well-led.

continued on page 2

Have you 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:

- Lucy Brown, Head of Communications: lucy.k.brown@york.nhs.uk
- Rebecca Aspin, Communications Manager: rebecca.aspin@york.nhs.uk
- Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk
- Nicola Taylor, Communications Assistant: nicola.taylor@york.nhs.uk

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CQC visit in March

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groups for community staff, an online questionnaire has been made available: http://webdataforms.cqc.org.uk/Checkbox/CHStaffquestionnaire.aspx.

Please note that this is for community staff only.

This information will be shared directly with the inspection team and none of the information provided will be used to identify individual responses. The on-line questionnaire needs to be completed by 27 January 2015 so that information received can contribute to inspection planning.

For all other staff there is a National Customer Service Centre contact on 03000 616161. Our reference is RCB.

During the inspection staff can speak to a member of the inspection team at any time. Members of the team will be visiting many of the community service clinics, centres, surgeries and departments where staff will be able to speak with them if required.

Times and venues of focus groups and drop-in sessions for staff will be given closer to the date of the inspection.

The CQC publishes a report on their website. Information will be treated confidentially – names and personal details will not appear in the report.

Further information about CQC inspections can be found on their website at www.cqc.org.uk.

Staff Friends and Family Test

Continued from page 1

gathering reasons as to why staff would or would not recommend the Trust. Friends and Family Champions from within the two directorates have been appointed and staff will have the opportunity to let us know their views via a postcard survey or via an online survey, which they can do on tablets and laptops that will be set up in the department.

Chief Executive Patrick Crowley said: “As I have mentioned previously, I cannot stress enough how important it is that we get your feedback. Whether positive or negative, we cannot make improvements if we do not know where the problems are. We are not doing this merely as a paper exercise, we want to do something with the information you are giving us. We want to make improvements to improve your working life and environment. So please take the time to let us know your feedback.”

The survey will be heavily promoted via the Directorates and local briefings and staff will have until the end of February to let us know their comments. Feedback is completely anonymous and is collated by an external organisation.

Radiology leads the way

THE RADIOLOGY Department at York Hospital has been leading the way in gathering Friends and Family patient feedback.

In October, Radiology received 2,349 responses from radiology patients at York Hospital, out of a total of 6,598 responses for the whole Trust - that’s over a third of all responses!

Out of these 73 percent were extremely likely to recommend and 23 percent were likely.

Overwhelmingly the comments are very positive, with most patients commenting that the service is fantastic and no changes are required. There have also been some constructive ideas that the radiology team is using as it finalises its plans for the new radiology department. For example, several patients commented that it was hard to find their way around the department and that better signposting would make things easier.

Catherine Rhodes, Friends and Family Project Officer, said: “I’ve been overwhelmed by the volume of responses Radiology are managing to collect thanks largely to the really positive attitude from staff towards the survey.”

Dawn Pfluger, Operation Support Manager, said: “Overall we are very pleased with the positive feedback we have received, especially as we are undergoing a major refurbishment with some disruption. It is reassuring to know that the vast majority of patients feel happy with the services we provide.

“Clearly there are improvements that can be made, some of which can easily be rectified. One example of where we have taken immediate action is in Selby where the Selby X-ray team have been proactive in putting up signage in response to patient comments about access to a water fountain.

“All feedback from the Friends and Family Test are shared with members of the Radiology Management Team and consideration is given to implement changes. We also plan to disseminate feedback to staff at our local briefings.’’

New appointments

THERE have been several recent appointments to the Trust.

A new Trust chair, Sue Symington, has been appointed and will succeed Alan Rose when he reaches the end of his term of office at the end of March. Sue joins the Trust from Harrogate and District NHS Foundation Trust where she has been Vice Chair and a non-executive director since 2008.

Juliet Walters will take up her post as Chief Operating Officer in early February, and is already starting to spend time getting to know the organisation.

Jan Aspinall, who many staff will know as Deputy Director of Operations at York Hospital, will take over the management of Bridlington Hospital in mid-February following Peter Bowker’s departure.

And finally Sue Holden, who has held the role of interim director of HR since Peta Hayward’s departure, has been confirmed following interview in the role of Director of Workforce and Organisational Development.
As part of the development of Care Hubs, being piloted in Selby and Ryedale to provide alternatives to hospital care, two new Community Response Teams are being launched.

The Trust has been working with commissioners to design, develop and deliver a care hub model which will provide a central point of access to health and social care services across the region. Vale of York and Scarborough and Ryedale CCGs have developed five year visions for health care. In partnership with local authorities, resources will be combined to deliver a coordinated and integrated response to health and social care need.

Steve Reed, Improvement Lead for Community, explained: “This is an important development for our community services. It will be based around the needs of each individual and is aimed at helping people avoid going into hospital unnecessarily. We will also be helping people to be as independent as possible after a stay in hospital, and preventing people from having to move into a residential home until they really need to. A variety of different professionals will deliver this type of specialised care, including nurses, therapists, social care staff and generic support workers.”

The new Response Teams in both localities will start to receive referrals from the end of January and Staff Matters will be following their progress.

STAFF celebrating the introduction of the 2015 Living Wage at the Trust. Starting this month staff will see the benefit of the increase in their pay.

New for 2015 – HR drop-in sessions

THE HUMAN Resources team have scheduled ‘drop-in’ sessions so staff can come and talk to HR representatives. There will be two sessions a month at both the Scarborough and York sites. If you have something you would like to ask or discuss with HR, you can just drop into any of the sessions, there’s no need to book. The team look forward to meeting people at the sessions throughout the year. Times and venues can be found on Staff Room under HR Guidance.

<table>
<thead>
<tr>
<th>York – The Hub in Ellerbys</th>
<th>Scarborough – Ground Floor HR meeting room, Woodlands House</th>
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</thead>
<tbody>
<tr>
<td>Thursday 29 January 12pm - 2pm</td>
<td>Thursday 29 January 12pm - 2pm</td>
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<tr>
<td>Tuesday 3 February 10am - 12pm</td>
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<tr>
<td>Friday 27 February 12pm - 2pm</td>
<td>Thursday 26 February 12pm - 2pm</td>
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Living Wage increase welcomed

A NEW template has been produced for staff who are required to write a policy which reflects a simpler policy approvals approach. Potential policy authors can find the streamlined and easier to use template along with guidelines in the policies and procedures section on Staff Room, A - Z of corporate documents.
A sadly neglected and dingy senior medical rest room at York Hospital has been given a new lease of life following a facelift.

The room, on the ground floor adjacent to the discharge lounge, now provides a welcoming area to relax where consultant and speciality doctors can meet up with colleagues.

Out went the old decaying and damaged antique furniture (originally from the county hospital) which was sold, with the proceeds going towards the room’s renovation.

Tim Manners, staff chair of the senior medical committee, said: “We’re very grateful that funds have been found to bring the room back to life and it is used by many more colleagues than before – partly because it is now much better suited for purpose. We now have somewhere to relax when we are on call and waiting for emergency work to be co-ordinated. With such a shortage of meeting space it’s also provided an area for informal meetings and a place where we can meet colleagues from other specialities.”

The rest room has a PC available so people can also keep up to date with medical news. It also provides a place for those staff who are not allowed refreshments in their workspace, such as pathology medical staff who use it on a daily basis.

Tim added: “Colleagues can now sit and have lunch in here if they choose or just drop in for a coffee and a bit of peace and quiet!”
NEW NAME, NEW LOOK

The former Mallard restaurant at York Hospital has recently unveiled its new look following an extensive refurbishment and will be given an ‘official’ opening on Monday 2 February.

As well as a whole new interior, kitchen and fittings, the restaurant has been renamed ‘Ellerby’s’ as a tribute to Keith Ellerby a much respected member of the catering team who tragically lost his life in 2011. Keith had worked for catering services in the NHS in this Trust for almost 50 years.

Keith started his career in Bootham Park Hospital in 1962 as an apprentice chef and at the end of his career was Trust Food Safety and Quality Manager.

The restaurant will be unveiled by Susan Ellerby, wife of Keith, with the Lord Mayor and Mayoress in attendance. Staff are invited to join in the celebrations and there will be 20 percent off for everyone on hot food and hot drinks. Anyone buying a hot meal will be automatically entered into a prize draw to win a free meal and drink.

Peter Mills, Head of Facilities York, said: “We are delighted with the new Ellerbys restaurant, it’s been a huge undertaking and a massive investment for the Trust. We now have state-of-the-art kitchens and a bright and inviting area for staff and visitors to enjoy our food. It’s an honour to be able to dedicate the restaurant to Keith Ellerby and I’m sure he would be very proud of what we’ve achieved.”

There has been a complete rebuild of the kitchen and dining room area while the brand new seating area offers a more relaxing and comfortable area for dining as well as for meetings.

Pierre Gomez, Retail Catering Manager said: “While the food is no longer subsidised by the Trust a discount still applies on most food for staff which is taken off at the till so the prices are extremely competitive in line with other hospitals and competitors. The menus have also been given a makeover, bringing Ellerbys in line with current food trends and a focus on healthier eating such as freshly cooked stir fries and pasta, deli sandwiches and high quality coffee. We’ve listened to feedback and more food concepts will be introduced. We want to please our customers but we will not stand still and will soon be launching a customer comment box.”

Ellerbys is open Monday to Friday 07.00-18.00 and weekends from 09.00 to 16.00.

Health visitor service launches new leaflet

York Health Visiting Team has launched a new patient leaflet explaining the work of a health visitor and their role in the community.

The leaflet outlines what people can expect from the service right from pregnancy to starting school.

The Health Visiting Team offers support and professional advice to all families with children aged from birth to five years. They even offer their service during pregnancy, in partnership with midwives and Children Centres.

The team includes health visitors, who are qualified nurses with an additional specialist public health nurse degree, children’s nurses and child development workers who are qualified nursery nurses or equivalent. They work in close partnership with patients and local Children’s Centres, and other groups such as GPs, school nurses, mental health workers, and social care.

Charles Mills, Health Visiting Services Manager, said: “We wanted to raise parental expectation of our services. By producing the leaflet we can let people know what’s available, what to expect and how to contact us. The service has changed a lot over the years and, while we focus on the families that need us the most, we want to be sure that parents know what we can do to support them.”

The team’s aim is give every child the best start in life and they want to highlight that extra help and support is always available when needed.

The leaflet can be downloaded via Staff Room under Patient Leaflets.
Learning Hub makes a remarkable start

Learning Hub has now been live for five months and during this time over 20,000 certifications and over 1,500 programs have been completed covering the full range of statutory and mandatory training.

This means that every week at least 1,000 statutory and mandatory courses are being undertaken somewhere in the Trust either by eLearning or attendance at classroom sessions which is a remarkable achievement.

The Learning Hub team have issued a reminder that the amnesty period for completing all statutory and mandatory training ends in February and with the CQC visit in March it is really important that staff training is up to date. Anyone who hasn’t been on Learning Hub yet can do so by clicking on the link from the front page of Staff Room and following the instructions.

Managers are also reminded of their responsibility to keep staff lists up to date. Information is available on the My Team tab on Learning Hub, however if the staff list is incorrect or, if in My Reports, the team reports are not visible please email a full list of staff directly managed to learning.hub@york.nhs.uk and this can be updated.

Once the amnesty period is over, more courses will become available on Learning Hub in the coming months expanding the current options to include more than just statutory and mandatory IT courses.

For help with Learning Hub call 7721322 or email learning.hub@york.nhs.uk.

Proud winners at leadership Academy

Promising leaders from across the Trust were recognised at a regional awards ceremony in Leeds recently.

They were recognised at the Yorkshire and The Humber Leadership Academy’s Regional Leadership Recognition Awards, which celebrates people at all levels and in all professions who have ultimately improved people’s health and the public’s experience of the NHS.

Joint winner in the category of Development Champion of the Year was Melanie Liley, Head of Therapies and Psychological Medicine, followed by a clean sweep for the Trust in the same category with runners up Gemma Ellison, Directorate Manager; Alastair Jakeman, Charge Nurse; and Jill Wilford, Lead Nurse Emergency Department.

Melanie said: “It’s fantastic to be recognised for something that you are passionate about. We’re delighted to see that the Trust was so well represented across all the categories. Thank you to all who took the time to nominate their colleagues and teams for an award.”

Further finalists from the Trust were Ina James for Innovator of the Year and Gail Dunning for Mentor of the Year. Winners in each category will go on to the National Recognition Awards ceremony in 2015.

Vice President role for York dietitian

CONGRATULATIONS to Louise Wells, Lead Specialist Dietitian in renal services, on her appointment as the British Renal Society Vice President for Clinical Development.

The role is newly formed with a three year tenure, and Louise was elected into the role by the British Renal Society (BRS) Council after being involved in the work of the BRS for a number of years. Louise has served on various committees for the BRS Council and was the recipient of the 2013 British Renal Society MDT leadership award for which she delivered the leadership lecture at the 2013 annual conference. Her new role will see her supporting the professional and clinical development of renal teams delivering renal services nationally, covering elements of research, education, quality and improvement.

Louise said: “It’s a great honour to be elected to this post and I feel it is a reflection of the high regard in which the whole York Renal Multidisciplinary team is held within the renal community. I also feel that my experience in this role will enhance my work in York as Advanced Clinical Specialist for Renal Dietetics.”

In her role with the Trust Louise leads in the development and delivery of renal dietetic services across the organisation, reviewing and advising on clinical practice in renal dietetics and ensuring that the renal dietetic team provides a service that works to best practice standards.
Ten years of FOI for information governance

Ten years ago the public was given right to access under the Freedom of Information Act (FOIA) 2000. Since then the Trust’s Information Governance team have put together a staggering 2,370 responses to Freedom of Information (FOI) requests.

The FOI Act was introduced with the aim of improving accountability and transparency of public authorities, including NHS Trusts, by increasing public access to the information held.

Increasingly, the Act has also been used as a means for journalists and commercial companies to find out information for possible news stories or commercial gain.

Anyone, anywhere, can make a request for information, as long as it is in writing and includes the applicant’s contact details. An applicant does not even need to be a UK resident to make a request and the majority now come via email.

Andy Thompson, Information Governance Officer, joined the Trust last August and deals with many of the requests as they come in.

Andy explained: “Requests can be about anything and everything. One example from last year was a request for how many people were admitted to hospital in the past three years with injuries inflicted by exotic pets. Surprisingly, exotic pets seem to be a bit thin on the ground in North and East Yorkshire, but I can inform you that in 2013 the Trust had one admission because of a sheep and two due to rabbits. Exact details remain unknown!”

At the other end of the scale, the Information governance team have received requests from campaign groups, charities and MPs on such sensitive and diverse issues as mental health and female genital mutilation.

Andy added: “I have very much relied on Trust colleagues when it has come to obtaining the information needed to respond to an FOI and I appreciate the time people have taken to obtain this. I have learnt a lot in my short time in the IG team and it’s a great way of getting to know about the varied nature of the Trust. What FOI requests 2015 will bring, I do not know. But I do know that they will be varied and unpredictable!”

Last year 280 Freedom of Information (FOI) requests were processed by the Trust.

As well as processing FOI requests the team carried out 21 Corporate Induction training sessions and various refresher training throughout the year in Scarborough, Bridlington and York. Over 430 incidents, with differing degrees of severity, were reported on Datix as having an information governance element. The team also authorised around 80 research and development applications.

Tips from the Information Governance team

- Information Governance training is available by attending an IG induction or refresher session or by logging in to the online Learning Hub.
- Be email wise! Remember that work emails may be requested and must be provided as part of an FOI request. Don’t write anything which you would not want released and keep work emails polite and professional!
- Don’t leave with it, bin it! Have you noticed the new confidential waste bins at the main and south exits at York Hospital? Make sure no handover sheets or other confidential matter is taken off site accidentally.

Star Award for Maple Ward

CONGRATULATIONS to the staff from Maple Ward at Scarborough Hospital for becoming the Star Award winner for November.

The whole team were nominated by Matron for their ‘brilliant teamwork’ when they had to move 25 patients from Graham and Aspen wards to relocate to the Maple ward after building works were completed.

The move was scheduled to be completed by 12pm but due to the efforts of staff, many who came in to work in their own time to complete the move, they moved the last patient out by 9.10! All staff were praised for their fantastic achievement on moving patients safely with ‘good humour, calm and efficiency’.

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Counselling service

This time of year can be challenging for a variety of reasons - concerns with family and friends, worries over money or matters relating to work. The staff Confidential Care service offers counselling, information and support when you need it.

The service is free, confidential and available to all staff in the Trust. It is managed by the Occupational Health and Wellbeing Service within the Trust but the service is provided by an external company called CiC Confidential Care.

To maintain confidentiality no personal details are held nor can be accessed by anyone within the Trust. The only information the Trust receives is anonymised information about use of the service.

Louise Bone, HR Manager, said: “Counselling can help in many ways but most of all it can help you feel more in control of your problems and help you find ways of solving them. There are times when you may not want to share your problems with a friend and you need someone else to talk to. Counsellors are trained specialists who can support you through difficult issues and help you make changes to improve your life - they can be objective in providing you with support and guidance.

“A counsellor will listen carefully and sympathetically and help people reflect on their feelings and explore their options. Staff can have up to six sessions of counselling per year on this scheme.”

In January all staff will receive an information card with contact details for the service along with their payslip. To access the service call 0800 085 1376 or e-mail assist@ciic-eap.co.uk or visit the website www.well-online.co.uk and log in with username yhlogin, password wellbeing.

CiC have a number of services available to staff including:

- Telephone access to counselling
- Face to face counselling at a location and time to suit you
- Financial/debt/tax and legal advice
- Family care
- Everyday problems
- Emotional support
- Manager helpline
- Online wellbeing site with lots of information and resources
‘Dry January’

DECEMBER tends to be a month of excess for most of us in terms of eating, drinking, socialising and spending and then in January we make resolutions with the best of intentions, but rarely end up keeping them.

Many people have made a start to a healthier future by signing up to ‘Dry January’, to be alcohol free for 31 days to try and break old habits and create healthier new ones.

The effects on your health and appearance even after a short time of giving up are beneficial. These include:

- Better sleep and mood
- More energy, better concentration
- Improved skin and hair quality
- Happier stomach and liver and a slimmer waistline
- Better long term health and more money in your pocket

For those of you who have signed up to ‘Dry January’ we would love to hear your story of how you did this, what support you had, any tips you would give to others and whether you will be reducing your alcohol intake in the future. We would like to publish these on the Staff Benefits and Wellbeing pages of the Intranet so we can share our top tips with each other. Your story does not need to have your name attached. Please contact Ruth Hind on 01904 725099 or email ruth.hind@york.nhs.uk to talk about your ‘Dry January’ experience.

The following websites have more information on the effects of alcohol on your health and wellbeing.

- www.drinkaware.co.uk
- www.alcoholconcern.org.uk
- www.nhs.uk/livewell/alcohol/pages

IN JANUARY 2015 the Trust launched a brand new web-based physical activity challenge Fit for 15, and it’s free for staff to join!

Between January and March 2015 you will be able to run, walk, jog, skip, swim, cycle or dance your way to improved health and wellbeing. If none of the above activities appeal don’t worry, there’s loads to choose from.

You can log activity and track your progress through your own personal dashboard.

You can see your progress and achievements via a leaders board.

- Teams can challenge other teams or organisations taking part
- You can participate as an individual or as part of a team.
- Why not encourage your work colleagues to join you?
- You can opt to take mini challenges to win real prizes

How do I join?
The link to Fit for 15 is available on Staff Room and the Staff Benefits pages or simply go to the site, www.fitfor15.co.uk register and you’re away!

Your new NHS Smokefree service

The NHS Smokefree Service provides expert advice and support together with access to prescription stop smoking treatments to help beat cravings. This combination gives people the best chance of stopping smoking for good.

Are you a smoker?
The easiest and most successful way of quitting is with NHS treatment and support.

The NHS Smokefree Service provides appointments in a range of venues, such as health and community centres, across North Yorkshire and City of York. This usually involves 6-12 weekly sessions. These sessions include:

- free, friendly and expert advice and support;
- arranging prescriptions for stop smoking medicines;
- regular carbon monoxide breath tests so you can see your progress;
- developing strategies to beat cravings and manage difficult situations;
- practical tips on preventing relapse; and
- lots of encouragement!

The dedicated smoking in pregnancy team, New u 4 baby, provides non-judgemental motivational support to become smoke free to pregnant women and their families.

The team can also deliver ‘Very Brief Advice’ training (about 30-45 minutes) to NHS staff and teams. This training gives an overview of the risks of smoking, the benefits of stopping and guidance on signposting smokers to specialist advice and support in quitting. Anyone interested in receiving training should call 0300 303 1603 or email stopsmoking.nyy@nhs.net

Smoking advice for patients – keep it brief

- Ask - Are you a smoker?
- Advise -The best way to stop smoking for good is a combination of behavioural support and stop smoking medicine.
- Act – Refer them to New You NHS Smokefree Service by calling 0300 303 1603.

Shared Haemodialysis Care is a shining example

THE HEALTH Foundation, an independent charity working to improve the quality of healthcare in the UK, has selected the regional Shared Haemodialysis Care programme as one of the country’s finest examples of patient centred care. The team is featured on their website and staff from York Hospital’s renal unit were recognised at an event in London in December. The Trust runs units at Selby and Harrogate.
Upcoming events for Lord Mayor’s Charity

York Teaching Hospital Charity has been chosen as one of the Lord Mayor’s Charities of the Year along with York Against Cancer and various events are taking place over the next few months.

The money raised will be shared between both charities to fund a new life saving haemodialysis machine for renal patients in York and to help purchase a minibus to transport patients to Leeds for their chemotherapy sessions.

- **Tuesday 27 January,** Lord Mayor’s Charity Curry Evening at Bengal Brasserie, Poppleton (6.30pm start). Tickets £15 for a two course Indian buffet with coffee. Book directly with the restaurant on 01904 788808. There will also be a raffle on the evening.
- **Saturday 14 February,** Lord Mayor’s Valentine’s Ball, York Racecourse. Tickets £65 for drinks reception followed by a four course dinner. Local band ‘Pure Silk’ provide entertainment.
- **Thursday 5 March,** Lord Mayor’s Charity Fashion Show, The Guildhall in York (7.30pm start) in partnership with Browns and Fenwicks featuring their Spring/Summer collections. Includes accessory stalls, womenswear, menswear, music, drinks and a raffle. Tickets £10, including a glass of Prosecco, available from the Fundraising Office at York Hospital, the York Against Cancer shop in Huntington or by emailing charity.fundraising@york.nhs.uk or calling 01904 724521.

Brian Hallsworth and sister Tracey raised over £270 to buy alternative mobility aids for the stroke unit with a Simply Red tribute band and a raffle at a pub in Pickering. Brian spent time on the Stroke Unit in York while recovering from a brain haemorrhage. They are hoping to purchase a rotating stand which allows the patients to move safely to another bed or toilet.

Dr John Paterson, Bridget Garvey-Windship, Katherine Atkin and Anne Davidson

Thanks to Brian

Volunteering at events

Volunteering is a great way to use any spare time you have each month and to help support our hospitals by raising vital funds for the charity. The Trust’s Special Leave policy gives paid time off for up to two days volunteering per year (see the Special Leave Policy on Staff Room for more details). Please note, time off must be agreed by your manager and not cause a detriment to the service.

Join us for a run

GETTING fit for the New Year? Join us for a run and raise money for a good cause! Places are available for:
- **York 10K - Sunday 2 August 2015,** 30 places available, £20 entry fee, minimum sponsorship of £100.
- **Great North Run - Sunday 13 September 2015,** 15 places available, £52 entry fee, minimum sponsorship of £400.
- **Yorkshire Marathon - Sunday 11 October 2015,** 20 places available, £40 entry fee, minimum sponsorship of £400.

If you are interested in any of these places, please contact charity.fundraising@york.nhs.uk or 7724521 for a registration form. These places are first come first served so don’t delay!

Donating unwanted Christmas presents

DO YOU have any unwanted Christmas presents or any books that you read over the festive period and are unlikely to read again? York Teaching Hospital Charity is in need of items to stock their fundraising stalls such as toiletries, books, toys and games and accessories.

If you have any donations, please contact charity.fundraising@york.nhs.uk or call 7724521 (York) or 7716210 (Scarborough).

Christmas hampers bump up funds: Thank you to those offices and wards who raffled our Christmas hampers, helping to raise more than £1,000 for the charity!
Respiratory team raises awareness

THE RESPIRATORY team from York Hospital enjoyed a productive 2014 raising awareness of lung disease while fundraising at the same time.

After participating in several events for the British Lung Foundation’s hospital challenge the team raised a fantastic total of £1,936!

Sue Wilson, Respiratory Nurse Specialist, said: “We have received a certificate and letter of thanks from the British Lung Foundation but for the team it was not just about raising money but about raising the awareness of lung disease”.

New Contact Portal launch

Following the successful implementation of the automated switchboard at York Hospital, the system has now been rolled out internally across Scarborough and Bridlington Hospitals.

The system acts as a virtual operator working with the Trust’s telephone system. The benefit is that routine calls no longer clog up switchboard which in turn allows the switchboard team to spend more time on complex calls.

The contacts available on the Contact Portal come from the Trust’s in-house directory, therefore if there are any updates or amendments please inform Systems and Networks.

Contact Portal will be rolled out for external callers from 29 February.

The Switchboard Team at Scarborough Hospital can now spend more time with complex callers thanks to the launch of Contact Portal.

Matron of the Day initiative

A NEW resource aimed at improving patient experience is to launch with a nominated ‘Matron of the Day’ who will be available to ensure that urgent matters receive timely and appropriate attention.

Beverley Geary, Chief Nurse explained: “There are occasions when patients and relatives urgently wish to speak to the Matron or the Lead Nurse for their designated area, as well as times when staff may require advice from their Matron with regard to a patient experience matter.

“We know this is not always possible as some Matrons work across Trust sites or may be unavailable due to other commitments. In order to ensure that there is always a senior nurse available we plan to institute a ‘Matron of the Day’ on each site. This is in addition to our current cover and contact arrangements and is not intended to replace the responses that ward staff and Ward Sister would normally make.”

Initial contact with the Matron of the Day will be via a dedicated mobile phone, which the Matron on for each site will hold. The service is available between 8.30am until 5pm on 07817951485 for York and 07823327172 for Scarborough (includes Bridlington).

Staff Brief teams watch together

The new Staff Brief film is being used by teams across the organisation at their team meetings to encourage discussion. Pictured is the Safeguarding, Children and Adults Team meeting led by Sue Roughton who are now planning their future team meetings for every six weeks to fit around the dates!
Christmas Round-up

Yorclinic’s Christmas jumper day

York Hospital’s play team receive a huge bag of toys from Yorkshire Air Museum to celebrate the 70th anniversary of an extraordinary Christmas goodwill gesture by French airmen. On Christmas Eve 1944 (below), French airmen at Elvington airfield delivered 204 handcrafted toys to York Mansion House to be distributed to the sick and needy children in the City of York hospitals and institutions.

Bridlington Hospital catering team add a bit of festive cheer to Christmas lunch

The Respiratory Team at Scarborough Hospital took a New Year’s Day Dip and won the fancy dress competition as National Elf Service!

Nurses singing carols on Waters Ward

John Lewis’s Monty comes to stay

YORK Hospital has had a surprise visitor in the form of Monty, the star of the John Lewis Christmas advert 2014, which showed him and his best friend Sam grow in friendship and love.

Monty said: “As the Christmas campaign has finished, the staff at York Lewis thought I would like to make new friends with you, the patients, visitors and staff of York Teaching Hospital NHS Foundation Trust. You will find me on the main corridor if you want to have your photo taken with me, and I hope you a visit to children on the wards.”

Become a Trust volunteer

THERE are over 200 active Trust volunteers across York and Scarborough, so if you are interested in volunteering please visit http://www.yorkhospitals.nhs.uk/work_with_us/other_opportunities/volunteering/ for more information or email jess.munday@york.nhs.uk