Matrons make it a blue Thursday

The most senior nurses in the Trust have recently embarked on a new initiative that will see staff and patients getting to know their Matron face to face. Every first Thursday of the month Matrons and the Senior Nurse Team will don their blue uniform and join staff on their patch to assist, support and hear first hand about the patient experience in their own areas.

Interim Chief Nurse Beverley Geary explained: “Following the recent senior nursing restructure many Matrons have new areas so it made sense to go back to grassroots level and get a deeper understanding of the patient experience.”

Continued on page 2

Above: meet the Matrons. Right: Chief Nurse Beverley Geary on the ward with Staff Nurse Andrew Pye and HCA Ashleigh Scourfield

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
Blue Thursday
Continued from page 1

understanding of the issues in their patch. Not only does ‘Blue Thursday’ make Matrons and the Senior Nurse Team visible and accessible to staff and patients, it means we can see for ourselves the challenges nurses face on the wards on a daily basis and also the excellent practice that is demonstrated at all levels.

“We want everyone to see that we are prepared to support our teams to do the best job they possibly can. Speaking to patients and their relatives, they welcome the initiative as they recognise the Matron title and associate a navy blue uniform with senior nursing. We will continue to seek feedback from staff and patients but so far all the feedback received has been good.”

As well as positive staff and patient feedback, Matrons are also seeing the benefits.

Katie Holgate, Matron for care of the elderly at York Hospital, said: “Staff like to see you getting your sleeves rolled up and mucking in with patient care, making beds, and cleaning of the environment. Feedback from my new areas has been that staff like the visibility of Matron.”

Tracey Wright, Matron for acute medicine at Scarborough Hospital said: “Having recently worked on coronary care I found the staff were very professional and helpful both to me and to the patients I was caring for. I noted how calm the unit appeared despite some staffing difficulties. The patients thought it ‘great’ that a Matron was working on the shop floor to keep an eye on things and how reassuring that was for them. I emptied catheters, removed venflons, did the observations including managing to diagnose ECG rhythms. I enjoyed it and I am looking forward to another area next month.”

Look out for further insights from our Matrons in forthcoming issues of Staff Matters.

Arthur waves goodbye to the Trust

Head of Security and Car Parking Arthur Tomkins bid a fond farewell to the Trust in August. Friends and colleagues gathered to wish him a happy retirement as Deputy Chief Executive Mike Proctor presented Arthur with gifts from his colleagues which included a painting by a local artist.

Monitor review of compliance

Monitor, the Foundation Trust regulator, has taken the decision to open a formal investigation into the Trust’s compliance with its licence. This is as a result of multiple breaches of the four hour A&E target and cancer targets, in particular the two week wait target for symptomatic breast patients.

Chief Executive Patrick Crowley explains more in this month’s Staff Brief.

Patrick commented: “The difficulties in A&E are well documented, and there needs to be a recognition that this is a whole-system issue and not one that can only be resolved through either A&E or the wider acute pathway within the hospital. We have a responsibility to do our bit, and we have made investments and are trying out new ways of working.

“With regard to cancer targets, we have had particular difficulty around the two week wait for symptomatic breast patients in Scarborough as for some time we have been unable to recruit to key radiology posts and this is causing some difficulty with regard to delivery of the service. We have taken action to resolve the problem with referrals to the breast service being directed to York Hospital. This is a temporary move and we are working with our directorates on ways of addressing the recruitment issue. Once the situation has improved, we will once again deliver a breast service on the East Coast.

“We are grateful to the CCG for their support in enabling us to do this, and we appreciate that this will mean patients having to travel further for appointments, however we need to take this action to enable us to deliver a safe service until such time as we can recruit a full complement of staff for the service to run effectively.

“We must treat any scrutiny of our performance as an opportunity to learn and improve, and whilst I do not want people to be unduly worried by this it is nonetheless something we must approach as an absolutely priority.

“As part of their investigation Monitor will be looking for evidence of nature and strength of our governance arrangements, so that they can be assured that we, as a Board and wider management team, are competent to manage our own performance. We will keep you informed as the investigation progresses.”
Information governance reminder

UNFORTUNATELY the Trust has experienced significant information governance breaches recently. Detailed personal information relating to patients has been taken out of the Trust by individuals, lost in public places and made available to members of the public.

Alastair Turnbull, Medical Director, said: “The consequences of this for patients, their families, the Trust and the individuals whose carelessness has contributed to this gross breach of confidentiality are huge. As an organisation it is possible we will incur heavy fines but most of all we have contributed to a breach in the trust that patients place in us. Careless loss of patient confidential information will be treated as a disciplinary matter, something which we want to avoid.”

SHADES campaign

A new initiative called SHADES is to be launched throughout the Trust this October. It stands for spectacles, hearing aids, and dentures and is aimed at protecting these items from being lost when people come into hospital.

The idea originally came from a group of healthcare assistants at Scarborough Hospital where it was trialled over two years ago. It encourages housekeepers and healthcare assistants to check for personal belongings before they change a patient’s bed linen, clean the bedside locker or strip the bed when the patient is being discharged home or transferred out of the hospital.

By taking a SHADES check staff are reminded to look for spectacles, hearing aids, and dentures as well as any other belongings of patients that may have got caught up in the bed linen or left behind in their locker.

Matron Katie Holgate explained: “Losing spectacles, hearing aids or dentures can have a real impact on patients’ privacy, dignity and safety. For example if a patient loses their spectacles they may spill a beverage. Loss of a hearing aid could result in miscommunication between staff and the patient, whilst loss of dentures could result in poor nutrition and oral health.

“Often when patients are admitted to hospital, particularly if they are elderly, they may be unable to look after their own belongings or remember what they brought with them. It is therefore important that we do this on their behalf.

“Making the SHADES check will be a routine part of the bed linen change and will help us to support patients in keeping their essential belongings safe and at hand.”

A ‘Shake for SHADES’ poster will be displayed above or near to each bed reminding staff to do the check as part of their daily routine.

A new patient property storage bag will also be introduced alongside this initiative. The bag, which has space for one pair of spectacles, hearing aids, dentures and other valuable items such as mobile phones, will be kept safely in the patient’s bedside locker. On admission and discharge a form will be filed to check the items that the patient is arriving and leaving with.

Chief Nurse surgeries

FROM September all nurses will be able to speak to the Chief Nurse on a one to one basis at a series of new monthly surgeries planned to take place across the Trust.

Any nurse (registered or unregistered) will be able to speak with Beverley Geary, interim Chief Nurse, face to face and in confidence.

Staff will be able to raise any issues or make suggestions regarding developments they would like to see. In addition they can express any concerns they may have, ask questions, and have the opportunity to discuss any issues relating to patient care and experience.

Beverley said: “This is one element of the initiative we have introduced aimed at getting senior nurses back to the floor to listen to staff and patients. We feel that by living our values, listening to each other and caring for each other we can have an impact in the way we deliver compassionate safe care to all of our patients.”

If you would like to meet the Chief Nurse, sessions are planned at the dates and venues below:

- Thursday 25 September
  9.00-11.00 – Lac Conference Room
- Friday 10 October
  9.30-11.30 – Ward 33 Seminar Room
- Wednesday 19 November 11.30-13.30
  – Lac Seminar Room
- Wednesday 10 December
  11.00-13.00 – Green Room, Scarborough
New Fairness Champions set to work

A GROUP of staff have made it their mission to ensure fairness and respect for everyone in the Trust. The new role of Fairness Champion is to be launched next month and will provide a point of contact that is confidential, impartial and non-judgemental. It is a voluntary role designed to signpost and support people to live our Trust values and to find appropriate information and guidance. People can raise concerns about any behaviour that may conflict with or undermine equality, diversity and human rights or our Trust values.

Margaret Milburn, Equality and Diversity Facilitator, said: “We all have a responsibility to create an inclusive and welcoming environment for everyone who is in contact with or who works for the Trust. The role of a champion will enable us to achieve this by promoting fairness, concerns and challenging inappropriate behaviour.”

More information and contact details for Fairness Champions can be found on Staff Room under Working Environment.

Excellent response to new Learning Hub

Learning Hub, the Trust’s new online learning management system which launched last month, is now accessible via a link in Staff Room. In the first three weeks just over 2,000 people logged into the system and over 2,300 certifications were renewed.

Steph Wild, Learning Technologies Lead Facilitator, said: “We are delighted with the response so far, it’s a phenomenal achievement and the evaluation of the system has been very positive. There is more to come, and over the next few weeks we will be emailing all managers to highlight some extra functionality which makes it even easier for them to manage staff training.”

Staff who manage statutory and mandatory training in their area on behalf of a manager can access the system on their behalf. This involves completing a link advisor access form available on the front screen of Learning Hub. It will allow access to monitor staff training and book staff onto classroom sessions as directed by their manager. Once the form is received staff will be invited to attend a short training session prior to access being granted.

For anyone who hasn’t yet accessed Learning Hub simply click on the link in Staff Room and follow the on-screen instructions.

National Fraud Initiative 2014/15

This year the Trust will again be participating in the National Fraud Initiative (NFI). The NFI is a sophisticated data matching exercise run by the Audit Commission which matches electronic data within and between participating bodies to prevent and detect fraudulent and erroneous payments from the public purse. Participants include NHS bodies, local authorities, government departments and other agencies.

Data matching involves comparing sets of data, such as payroll or benefits records of a body, against other records held by the same or another body, and allows potentially fraudulent claims and payments to be identified and investigated. The exercise is run every two years. The data is processed in accordance with the requirements of the Data Protection Act 1998 and the Code of Data Matching Practice 2008 and is carried out by the Audit Commission under the statutory powers conferred upon it by Part II A of the Audit Commission Act 1998.

The 2012/13 NFI helped trace £203 million in fraud, error and overpayments in England, bringing the UK total since its launch in 1996 to £1.17 billion.

The key contact for the Trust is Steven Moss, Counter Fraud Manager, and if you have any queries regarding the exercise he can be contacted by on ext.5145 or at Steven.moss@york.nhs.uk. Full information and details regarding the initiative can be found at www.audit-commission.gov.uk/nfi.
Heart failure service celebrates anniversary

On 1 October 2014, the Scarborough, Whitby and Ryedale Heart Failure Service will celebrate its tenth anniversary. Staff Matters caught up with the team to find out how the service has developed over the past ten years...

The heart failure service was established after a successful bid to the British Heart Foundation. Two Heart Failure Specialist Nurses (HFSN), Janet Raw and Sharon Parsons, were appointed to community services in the Scarborough Whitby Ryedale (SWR) area.

Janet explained: “The challenges of developing a community heart failure service were huge. These included a heart failure population above the national average, a large geographical rural area and a higher than average elderly population. “At the time there was no heart failure nurse service in either primary or secondary care. However, with support and mentoring from the British Heart Foundation, Dr Robert Clark, Dr Tim Houghton and Dr Anwar Memon, we quickly established and delivered a service for heart failure patients that integrated and liaised with primary, secondary and palliative care services.”

Sharon continued: “It soon became apparent that many of our patients were reaching the end of their illness and we were fortunate to have further mentoring and support from Professor Miriam Johnson at St Catherine’s Hospice which enabled us to co-ordinate a shared care approach at end of life. Our joint heart failure cardiology and palliative care multi-disciplinary team was one of the first in the country.”

A third specialist nurse Annette Docherty joined the team in 2013 which has meant the team can now provide in-reach support to Scarborough Hospital two mornings a week.

Annette said: “I am delighted to be part of this team and to be celebrating ten years of the heart failure service. It is great to look back to see how far the service has come and more importantly the benefits for local patients.”

Since 2006 the team has grown from two members of staff treating 156 new referrals to three specialist staff treating 373 new referrals in 2013 and it is predicted this figure will keep on growing.

In 2006 40 percent of patients on their caseload died as many patients referred to the service were already end-stage of life on referral. In 2013 this figure has come down to 15.5 percent reflecting improvements in treatment options along with specialist nurse intervention.

In 2013, managing patients at home with specialist care avoided hospital admission, and saved 229 bed days at an estimated cost of £111,550.

New central resuscitation equipment store at York

A NEW system for replacing orange airway bags and restocking defibrillator pads has been introduced at York Hospital which will streamline the process and save money for the Trust.

From Wednesday 29 October there will be a central store in the ‘broken bed’ store room at the entrance to Ward 39. The airway equipment currently in the orange airway bags will now be stored individually in the crash trolley. This will ensure only used equipment is replaced and crash trolley checklists will be amended to reflect this.

Kath Garry, Clinical Skills Facilitator, explained: “The current system has incurred significant costs to the Trust as equipment frequently expired without being used. We found over 120 defibrillator pads in various store rooms which cost £20 each, the majority of which had expired. Instead there will be a document within the storage trolley for staff to record what equipment has been taken and for what area. It is imperative that this is completed so that the new system can be run efficiently.”

More information will be given to wards and departments before the changeover including the code to access the room.

If you have any queries, please contact the Resuscitation Team on ext 7725218 or via email at reus@york.nhs.uk.

Marking WW1 centenary

A SERVICE is to be held at the New Selby War Memorial Hospital on Saturday 11 October to mark the centenary of World War One. It will be led by Hospital Chaplain Stuart Petty and will involve local school children and dignitaries. There will be fascinating memorabilia on display and a local historian will be on hand to explain and answer questions. The service is open to all and refreshments will be provided.

National NHS Staff Survey

THE 12th annual National NHS Staff Survey launches at the end of September and will be live until the beginning of December. This year there will be a sample survey of 50 percent of staff and the Trust has appointed Capita to administer the survey.

It will include questions covering themes such as team working, training and development, feedback and communications. There will also be some additional questions specific to the Trust relating to integration and organisational change.

Questionnaires will be delivered at the end of September so if you do not receive one you have not been selected to participate. They should take no longer than 20 minutes to complete.

For further information, please ask your manager or contact the Workforce Information and Planning team at WorkforceInfoTeam.Requests@york.nhs.uk or call 772 1718.
Talk to us about making your childcare cheaper

YORK’S Family Information Service (FIS) is urging parents to get in touch to talk about ways to cut their childcare bill. Childcare is one of the largest single costs that many families face. There are lots of different ways of saving money on childcare, but it can be confusing to work out what’s best for your family. City of York Council’s FIS can talk through the options and help people decide what’s right for them. Options include free childcare for two year olds, working tax credits and employer childcare vouchers. For more information contact the Family Information Service on 01904 554444 or email fis@york.gov.uk

New-look Trust signage

The Trust is getting a facelift thanks to photographic images donated from local photographers and camera clubs. The makeover has begun at Trust HQ at York Hospital where new decorative photo montages have brightened up the main entrance and the Chief Executive’s reception area.

Kat Hetherington, Art and Design Development Manager, explained: “The design features six of locations around the Trust represented by images donated by local photographers and camera clubs working in each of those areas. It’s both beautiful and welcoming and celebrates how the Trust is working together to improve healthcare in the region. “The designs were created by York design agency, Lazenby Brown, to promote the ideal of ‘One Trust’. It was great to be able to incorporate work from people living in the communities that each of our hospitals serve to produce these beautiful designs.” While the new look has been introduced first at York Hospital, further complimentary designs using the same theme will become visible at other sites around the Trust – watch this space!

New group for retired NHS workers

A NEW group has been set up in York where people who have retired from the NHS can meet up and socialise. The NHS Retirement Fellowship (NHSRF) has over 200 branches nationwide and has recently added York to its list. The group has received the backing of York Teaching Hospital NHS Foundation Trust.

Margaret Jackson, former staff member and lead governor for the Trust, said: “Working for the NHS is often a big part of people’s life as it is such a unique organisation. The setting up of a York branch of the NHSRF is great news for retired NHS staff and their partners as it offers the opportunity to meet and spend time with like minded people. The group provides friendship and support and a place to meet up for a chat, listen to an interesting speaker or join in a range of social activities.”

All retired members of staff who have worked in the NHS and live in the York area are invited to join the group which also offers a range of discounts, interest groups, and holidays.

Jacqueline Smith, chairperson of the newly formed York branch, said: “The group is very much about enjoying our retirement, meeting up with old friends and making new ones. Our meetings and activities are held on a very informal basis and everyone who has retired from working within the NHS and partner organisations are very welcome to join us. We offer a warm welcome whatever your job was in the NHS.”

York NHS Retirement Fellowship meets on the second Thursday of each month at the Friends Meeting House, White Rose Avenue, New Earswick. To find out more email the York Branch NHSRF on yorknhsrf@gmail.com or contact the branch treasurer, Judy Moss-Smith on 01904 593952.
Flu vaccination campaign to begin

If for any reason the pre-arranged sessions prove difficult to attend, staff are urged to contact the Occupational Health and Wellbeing Service to arrange a more suitable date and time for vaccination on (772) 5094. Karen O’Connell, Clinical Manager for the Occupational Health and Wellbeing Service, said: “It’s important to help protect yourself and those around you by having the flu vaccination because it significantly lowers the rates of flu-like illness and reduces your risk of catching flu and becoming ill. In turn this reduces the spread of flu to patients, colleagues and your family members. Last year people were very pro-active in getting protected from flu so we’d love to see the same happening again this year. Together we can make this year’s campaign a success!”

Bridlington’s new transfusion service

The introduction of the orthopaedic surgery service at Bridlington Hospital has seen investment to the hospital’s blood transfusion process to update and streamline the facility.

A newly refurbished and staffed point-of-care testing laboratory opened this September on Lloyd Ward which includes an on-demand blood fridge. This means clinical staff will be able to obtain red blood cells as they need them for patients rather than units being pre-labelled in Scarborough and transported down to Bridlington.

Tina Ivel, Transfusion Practitioner, explained: “A new software system has been introduced that will trace the movement of individual units by clinical staff from a kiosk at the issue fridge at the Scarborough site. This will allow the unit to be recorded in the clinical area at the end of it’s journey. The new system is expected to improve compliance across the organisation, which in turn should help reduce wastage.”

Other software upgrades across all the sites include the availability to query the location of blood units, check cross match sample validity and to trace batched products such as albumin.

Tina continued: “Work is already underway to develop an integrated transfusion care pathway and organisational policy, update the stationary linked with the transfusion process and review the ongoing training requirements of staff. Full training will be given for the new systems, but if anyone would like further information regarding any of the changes please contact any of us in the Hospital Transfusion Team.”

The Hospital Transfusion Team work across all sites acting as a link between clinical staff and the transfusion departments implementing best practise in transfusion. For more details contact Tina Ivel, Transfusion Practitioner on ext 7725830, or Assistant Transfusion Practitioners (ATP) Michelle Hartlett (York) ext 7726334 and Julia Llewellyn (Scarborough) on ext 7716274.

New improved Mallard opens

THE REFURBISHED Mallard restaurant will reopen on 22 September with a whole new range of food and drink concepts.

Amongst the new offerings there will be barista style coffee to rival high street chains, self service hot food, chef cooked on demand hot food, all day fruit and yoghurt, and a daily hot choice including pasta, Mexicana, stir fry and omelette. A new pricing structure will mean one price point for staff and visitors with a 15 percent discount given to staff.

Payroll appeal

THE TRUST’S payroll department have issued a plea for the return of the large A4 envelopes that are sent out containing payslips, particularly the large orange envelopes.

If anyone has these envelopes could they please be returned to the Payroll Department at Tribune House, York.

Carol Service

THE NHS Carol Service held annually at York Minster will take place this year on Wednesday 10 December. It is open to all current and former NHS staff across Yorkshire and the Humber, along with their families and friends.

Anyone who wishes to be part of the congregation choir should contact Kat Hetherington on 7726943 or email kat.hetherington@york.nhs.uk

New Director

Dr Ed Smith has been appointed as Deputy Medical Director following the departure of Mr Karl Manchiprize and Dr David Humphriss will take responsibility for Acute Medicine within the portfolio of General Medicine.

Dr Smith will remain at present the clinical lead for the Emergency Department at Scarborough.
As part of the Trust’s Staff Health, Wellbeing and Engagement Strategy, a lifestyle and health check kiosk was piloted in theatres, anaesthetics and facilities at York Hospital. The pilot, which ran in June, was aimed at raising awareness of health and lifestyle to staff and for people to review where they could make improvements. The machine was used a fantastic 521 times and 31 people made a pledge to improve their lifestyle and wellbeing.

Dawn Preece, HR Assistant Director, explained: “The kiosk was a quick, easy and fun way of checking key health indicators such as weight, blood pressure, heart rate, body fat content and BMI. It also provided a printout of other lifestyle indicators including stress, sleep, relaxation, smoking, alcohol, diet, exercise, home and work life. These provide the user with a score for each area so that they can see where the priority for changes may be. It is not a medical diagnostic device and users of the kiosk were advised to seek advice from their GP if they had any concerns about their results.

Key issues for individuals who used the kiosk were around weight management and nutrition. Other concerns were mental wellbeing issues including, stress, relaxation and sleep, hydration and exercise.

Dawn continued: “We are now in the process of working with managers to scope out the next stage of the pilot to include short workshops for staff on these issues. We will then look at whether these workshops could be rolled out across the Trust.”

Staff that made pledges to make positive lifestyle changes as a result of using the kiosk were entered into a prize draw. Following her pledge lucky Clare Wilkinson, Admin Assistant for Domestic Services, won vouchers for a cycle. Find out more about Clare’s pledge and follow her progress over the coming months on the Staff Benefits and Wellbeing page on the Staff benefits pages of the Trust website.

Total Rewards Statement – have you seen yours?

The Total Reward Statements scheme was launched at the end of August and details of how to access statements were circulated to all staff with their end of August payslip. Total Reward statements offer staff a fantastic opportunity to understand the full value of all the benefits they receive. Statements are personalised and include information on salary, pension and savings made through voluntary benefits, such as the car lease scheme. They clearly highlight the true value of working for the Trust.

See our TRS Frequently Asked Questions fact sheet on the Staff Benefits pages via the pink quick link button on Staff Room. Find details of how to access your statement via Government Gateway at: http://www.nhsbsa.nhs.uk/accessingyourstatement.aspx or contact the Corporate HR Team with any specific queries regarding their TRS on 01904 725833 or email TRS.queries@york.nhs.uk. For more information on TRS see www.totalrewardstatements.nhs.uk or http://www.nhsbsa.nhs.uk/TRS.aspx
STAFF BENEFITS AND WELLBEING

Join us at the Staff Benefits Wellbeing Day

The Staff Benefits team are hoping to make staff more aware of the many voluntary benefits we offer to help improve staff health and wellbeing. The Trust organises two interactive Benefits and Wellbeing Fairs to be held at York and Scarborough Hospitals which showcase these benefits.

The events will take place on Friday 19 September outside the main entrance in Scarborough Hospital and Wednesday 15 October next to Park House, York Hospital and will feature lots of interactive stalls where staff can find out more about the benefits available.

Staff who attend will be handed a goody bag with a free bottle of water, a pen, and a free entry in to a prize draw to win fab prizes donated by local companies. Bags are limited so first come first served.

Stalls on the day include:

- A chance to look at the range of products from the Home Technology Scheme
- Financial Awareness - Will writing, moving home & family law
- A look into the Theatres programmes
- Health Cash plans- Simply Health & BHSF
- Massage & therapies
- Childcare voucher scheme
- Local car dealerships
- Health Clubs and local fitness programmes
- Cyclescheme & what's available through your local cycle shops
- Free Online Wellness website and App
- Occupational Health & Wellbeing services
- Organics food delivery service
- NHS pension specialist team
- Posture checks and spinal health information
- She Loves York- discounted shopping in York
- Forever Living Products
- House of Colour
- Shabby Chic interiors
- Childcare provisions, nurseries and out of school clubs
- Demos on skin products and makeup
- Chocolate tasting
- Food demonstrations Plus many more ..

We look forward to meeting you, so please come along and find out about the benefits we provide.

CONGRATULATIONS to all the staff on G1 at York Hospital who are the Star Award winners for July. The team were nominated by the family of a patient with Multiple Sclerosis who was admitted for a chest infection.

They were praised for the ‘most wonderful, reassuring, patient yet professional care imaginable’ for a vulnerable lady who was worried that staff may not be able to cope with her disability on top of her illness.

Runners up were Mary Scrimshaw and the secretarial and reception staff from the Neurology Department at York Hospital and Chris Wragg, Hospital Engineer at Bridlington Hospital. Mary was described as ‘absolutely outstanding’ and the staff a credit to the department with their ‘efficient service and dedication’.

Chris is described as ‘Mr Reliable’ and ‘always on hand when needed, preparing to work beyond his normal working hours, he epitomises Trust values as he cares about what he does’.

July Star Award goes to G1 staff

View your benefits 24/7

FOR a comprehensive list of benefits, offers, discounts and information please visit the Trust Staff Benefits pages on www.yorkhospitals.nhs.uk and click on ‘work with us’ and enter the password staffbenefits1.

These pages are available 24/7 from work and from home. So why not click on today?

Last chance

The beach huts are still available to book until the 31 December 2014 at £15.00 per day per hut. Why not have your bonfire party down at the beach and watch the fireworks?

Contact the Staff Benefits team on 7724326 or 7721170 for more information.

Finance sessions

DUE to the success and great feedback from staff who attended early in the year further sessions of financial awareness have been arranged. Staff can once again broaden their financial knowledge and understanding and the importance of pension, savings and wealth preservation.

The sessions are open to everyone and will be held over the lunch period, so refreshments will be available. Booking is advisable, but people can just pop down on the day!

In line with the Trust’s belief that financial health is integral to an employee’s overall wellbeing, it also offers staff a full range of financial guidance through the Staff Benefits and Wellbeing pages, which can be accessed at work and at home.

The next sessions will be held on Friday 24 October 2014 at 11.30am and 1.00pm at the Postgraduate Centre, York Hospital with more sessions to follow at both York and Scarborough Hospitals.
THE Nurse Bank Team at Scarborough implemented a new system called BankStaff in March this year. A key feature of the system is the ability to send staff text messages relating to their bookings and potential shifts.

The team started using the function in August and already are seeing positive results. One of the biggest is the time it has saved the team trying to contact bank staff to ask them to work. Amy Messenger, Nurse Bank Manager said: “Instead of ringing every nurse who is available on our waiting list we can now select them as a group and send them a text message with the details of the available shift. “The nurses are then asked to call the bank office if they are able and willing to work. We have had such a good response from our bank nurses so far, with many of them commenting about how much better it is to receive shift information via text.

“We are also using the system to do targeted communications, meaning we can get relevant information to the right staff groups more effectively. We do realise that receiving regular text messages may not be for everyone though, so through the system we are able to offer bank nurses the option to opt out if they no longer wish to receive these. “Overall this has been a much welcomed addition for the Nurse Bank.”

**Fundraising**

**More information**

For more information or to support an appeal please contact Claire Smith or Maya Richardson, Community Fundraisers on 772 1737 or 771 6210.

**Round-up of activities**

**Upcoming events**

– Sunday 12 October - Yorkshire Coast 10k - if you have already entered and would like to run in aid of York Teaching Hospital Charity, please get in touch with fundraising

– Wednesday 15 October - Exotic Kashmiri Buffet, Jinnah Restaurant on the A64 in aid of the Lord Mayor of York’s Charities, £15.95 per head - booking recommended

– Wednesday 29 October - Cake Stall, North Entrance at Scarborough Hospital from 10am Saturday 15 November – The Snowball, Downe Arms Hotel, Wykehams, Scarborough at 7pm. Tickets £30 each and available from Annika Dowson on 01439 771075

– Saturday 22 November- 70’s Boogie Bop at Whitby RUFC. Tickets just £8 and available from Jenny on 01947 81194.

**Great effort by staff**

EARLIER this month saw 1000’s of people take part in the Great North Run, including our very own staff, Liz Jones, Helen Noble and Neil Sharp. We had another six supporters run in aid of York Teaching Hospital raising a fantastic £4000. Thank you to everyone who took part and for sending us lots of fun photos!

**Amendments to travel reimbursement**

RATES of reimbursement for travel have been revised with effect from 1 July 2014.

The standard rate of reimbursement for mileage up to 3,500 per annum has been increased from 54p to 56p per mile. The motorcycle mileage reimbursement rate has been increased from 27p to 28p per mile and the reserve mileage reimbursement rate has been increased from 27p to 28p per mile.

These changes are as a result of a correction published by the AA to its general guide to car running costs 2014-15. These new rates of reimbursement apply to journeys made by employees on NHS business on, and after, 1 July 2014.

For more information see Staff Room news and announcements.

**Nurse Bank welcomes SMS**

THE Nurse Bank Team at Scarborough implemented a new system called BankStaff in March this year. A key feature of the system is the ability to send staff text messages relating to their bookings and potential shifts.

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“We are also using the system to do targeted communications, meaning we can get relevant information to the right staff groups more effectively. We do realise that receiving regular text messages may not be for everyone though, so through the system we are able to offer bank nurses the option to opt out if they no longer wish to receive these. “Overall this has been a much welcomed addition for the Nurse Bank.”
DAVID Wilson, Bank Bed Manager and Assistant Director of Facilities, Bed Manager, Nursing Officer, Renal Unit Sister Janet King shares the new magazine. (Image 165x520 to 423x732)

**Arts magazine donated to Trust**

PATIENTS at York and Scarborough Hospitals will now be able to read arts and culture magazine Aesthetica while they wait for their appointment as the magazine has kindly donated a selection of issues to the Trust.

Published bi-monthly, Aesthetica Magazine, which is based in York is a visually stunning mix of photography, debate and stimulating features. It is an essential magazine for readers looking to keep up to date with contemporary art and visual culture.

Kat Hetherington, Arts and Design Development Manager at the Trust, said: “Aesthetica is a respected voice in the arts world so we were delighted when they got in touch to offer us a selection of their magazines free of charge.

“I am sure that it will be welcomed by our patients and visitors and provide a welcome change to the out of date gossip magazines which are often left in our waiting areas. I would like to thank them for this kind donation. It is great to be partnering with a local organisation to bring arts and culture into our hospital and to our patients.”

For further information visit www.aestheticamagazine.com.

**David’s accolade for service to community**

A long standing member of staff at Scarborough Hospital has been awarded the highest accolade the council can bestow for service to his community.

David Wilson, Bank Bed Manager for Scarborough and Bridlington Hospitals, has been awarded an Honorary Citizenship of his home town of Filey.

This award, the highest award the Council can bestow on one of its citizens, was made by Filey Town Council for Outstanding Service to the local community.

The Award was made at a Special meeting of the Town Council on Friday 11 July.

David’s service to the local community includes being a member and President of the Filey Lions Club, School Governor and Chairman of Filey Secondary School and Filey Junior School, a member and Chairman of the Filey Lifeboat Management Group, alongside Church Council and Youth Foundation work.

David who has worked at Scarborough and Bridlington Hospital for the last 37 years, and has nearly 43 years service to the NHS said: “These awards are only made every four years and only six have ever been previously made.

“I felt very honoured when I received the letter to tell me I was to receive the award and even prouder when it was presented to me by the Town Mayor in front of my family and friends.”

David has worked as a Ward Manager, Nursing Officer, Assistant Director of Facilities, Bed Manager and Bank Bed Manager.

On behalf of the Trust and colleagues we would like to congratulate David for this tremendous accolade.

“I felt very honoured when I received the letter to tell me I was to receive the award and even prouder when it was presented to me by the Town Mayor”

Recycling is on the up

SOME of our staff go to great lengths to recycle waste because they care about the environment. Efforts by staff are very much appreciated and the Trust is constantly reviewing recycling opportunities.

Andy Fairgrieve, Head of Estates, said: “Recycling is really important in a Trust of this size so we encourage staff to recycle and actively look for new ways we can reduce waste. As a Trust we recycle approx 24 tonnes of waste each month which has almost doubled since last year, this is only one element of our sustainability management plans.

“At Scarborough Hospital there are paper recycling facilities in some offices and they are collected by a local company, Basic Plus, a charitable organisation that links businesses, the local community and special needs students. There is also a glass recycling point such as one you’d find at a supermarket situated near the Sterile Services Unit.

“Furniture and medical supplies can also be recycled and we recycle toner cartridges and the profits go to the Hospital Charity which provides money back for patient care.”

**Upgrading of Trust PCs**

SYSTEMS and Networks Services are asking staff to be patient over the next few months as all PCs that use Windows XP will be upgraded to Windows 7.

The upgrade will involve approximately one hour of downtime while a Systems and Network Services engineer visits your PC and backs up the existing system prior to the upgrade.

Once the upgrade has taken place the engineer will restore your desktop, reinstall any software, copy across your favourites, set up printers and restore local files and Outlook archives.

Systems and Network Services will liaise with managers and staff prior to upgrades to make arrangements to carry out work during and outside of working hours dependent on the area’s needs.

Anyone who finds any programs missing should contact the helpdesk on 7725000 or email service.desk@york.nhs.uk.
Communication is at the heart of what we do.
Making sure that staff receive the information they need and listening to your views is essential to the success of the organisation. As the organisation has changed to include more staff working in a number of hospitals and in the community, we have revisited the different ways we have to communicate with staff. This is based on your feedback and on good practice from other organisations.

You will start to see some changes to existing things, for example staff brief, as well as the introduction of new methods including a video version of Staff Brief. We will be introducing face-to-face drop in sessions across the patch, and you can also find out what is happening via our website, intranet and social media sites. In trying these new approaches we want to hear your feedback in terms of what else we can do to improve how we communicate and share feedback.

Please get in touch, either directly to Chief Executive Patrick Crowley, or with the communications team. For further information see staff room.

Our Staff Matter
How we communicate with you

| Staff Room | The intranet – the Trust’s internal website. View the news feed, announcements and alerts for timely messages. The first port of call to find information about what is going on at the Trust. Staff Room will automatically appear when you are logged onto a Trust computer and open up an internet page. |
| Staff Brief | Chief Executive Patrick Crowley’s face-to-face brief with managers which takes place every six weeks. Key messages are cascaded through the organisation. |
| Staff Broadcast & Blog | Staff Broadcast brings you Patrick’s key messages from Staff Brief in an accessible video format which you can view via Staff Room. Have your say via the accompanying blog, feedback comments to your manager or email staffbriefsuggestions@york.nhs.uk |
| Staff Matters | Our monthly 12-page Staff magazine, available electronically on Staff Room. Printed copies are also distributed throughout the Trust. Send in your suggestions, inclusions and photographs to staffmattersmagazine@york.nhs.uk |
| Staff Social | You are encouraged to follow us on Twitter, Facebook and You Tube to keep up to date via your smartphone with our latest news and press coverage. If you have something that you would like to be ‘tweeted’ from the Trust’s social media accounts let us know! |
| Staff Bulletin | An electronic staff bulletin which is distributed to all staff via email every week. |
| Staff Screens | Screensavers display timely messages, news and events on computers throughout the Trust. Visit Staff Room for guidance on how to create an effective screensaver. |
| Staff Surgeries | Informal drop in clinics with the Chief Executive and members of the Executive Team where you can ask questions or feedback on issues from your ward or department. For dates of upcoming surgeries see Staff Room. |
| Staff Recognition and Events | Recognising and rewarding staff through the monthly Star Award, annual Celebration of Achievement, long service and retirement events. |
| Staff Benefits and Wellbeing | Offering a range of staff benefits and wellbeing schemes via our website www.york.nhs.uk/staff |