April 2015

Pre-election period purdah guidance

THE PRE-ELECTION period (or purdah) began on 30 March and prevents announcements and activities by public bodies which could influence or be seen to influence the election on 7 May. Staff need to be aware that any activity that could be considered politically controversial or influential, could compete for public attention or which could be identified with a party or candidate should be avoided.

Similarly staff will need to use discretion when it comes to visit requests to demonstrate the same approach for every political party and official candidate in order to avoid allegations of bias or pre-judging the electorate.

Any requests by political parties or candidates to come on any of our sites at any time should be passed to the Communications Team on 7721855 or email commsteam@york.nhs.uk

For more detail on purdah guidance please visit the Communications page on Staff Room.

New roles for HCAs

New advanced level training for Healthcare Assistants (HCA) will see more highly qualified staff assisting in nursing teams.

HCAs who are currently in post were invited to apply to develop their skills and take their career to the next level to a band 3 Senior Healthcare Assistant.

Helen Hey, Deputy Chief Nurse, said: “The Trust is delighted to welcome our new band 3, Senior Healthcare Assistants into their posts. They have undergone two weeks of classroom based training which is followed by a period of supported learning on a small

Continues 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

 SELF care dialysis unit opens
 Lilac Ward official opening
 Charity fashion show - pictures
 Jamie switches off after 37 years

York Teaching Hospital NHS Foundation Trust
@YorkTeachingNHS
YorkTeachingNHS
YorkTeachingHospital
HCAs

Continued from page 1

number of wards on each site. “The impact of these new roles will be monitored over the next year in order to explore whether we can offer this personal development opportunity to more of our band 2 Healthcare Assistants. I am sure you will join me in supporting them in their new roles and wish them every success this year.”

The first cohort on the course has ten candidates from Scarborough Hospital and eight candidates from York Hospital.

Luke Thompson, Healthcare Assistant at York Hospital is amongst the first to be accepted on the course. Luke said: “It’s exciting to get the opportunity for more development in the role. Learning new clinical skills helps us to become more patient focused and makes the job a lot more interesting. I’m looking forward to putting my new skills into practice and it takes me a step closer to nurse training which is what I would eventually like to do. It’s really satisfying when you see that patients appreciate what you do.”

Parking at York
SCARBOROUGH-BASED staff travelling to York Hospital should park in the staff car parking areas around the site and not in the contractors’ car park located behind the multi-storey car park.

If you have any questions please contact Darren Miller, Security and Car Parking Manager on 771 2296.

Sustainable Day
THANKS to everyone who made the effort to leave their car at home on 27 March, NHS Sustainable Day. Estates staff reported a significant increase in spaces at both York and Scarborough sites with around 80 extra spaces created. Well done everyone for all their efforts in going green for a day!

Pool car scheme reaping rewards

The new pool car share scheme launched in July 2014 is already making significant savings as well as proving popular with staff.

Around 350 staff have registered to use the car share vehicles which are available to travel around the Trust during work time. There are 14 cars at York Hospital and another two sited at Bridlington Hospital.

Richard Vincent, Assistant Director of Estates and Facilities, said: “Staff who would normally use their own vehicle to travel on Trust business are now eligible to register for the pool cars, and are being encouraged to use them.

“Because the scheme has proved so popular with staff we benefit from the high vehicle use that is required to make car sharing cost-effective. In a few short months the scheme has proven to be very economical and we’ve already seen savings of up to 20 percent when compared to mileage reimbursement.

“The ease of using the scheme means that take-up of car sharing has been beyond our initial expectations.”

Smartcard access means instant access to the vehicles as and when required without the need to locate keys. There is also a CarShare mobile app which enables users to book ‘on the go’.

The car share scheme is used in conjunction with Enterprise’s daily rental as part of a total transport solution. Plans to expand car sharing and rental within the hospital and to other hospitals run by the Trust are already being considered.

Tour de Yorkshire – be prepared

THE TOUR de Yorkshire Cycle Race takes place 1-3 May 2015 (bank holiday weekend). Staff are advised to plan ahead and to check road closures to ensure that the route is clear into work on these days.

The road closures are expected to be similar to the Olympic Torch relay where they are rolling closures so should not impact too much on shift change-over or community service delivery. A link to the route can be found on Staff Room.

Day One (Friday 1 May) - road closures may pose a challenge to staff and patients at Whitby Hospital and some disruption to community services across the patch

Day Two (Saturday 2 May) may pose some challenge for some patients in the York area and for delivery of some community services as there is a race around a circuit of roads.

Day 3 is West Yorkshire so should only affect staff travelling from that area to work

As more information becomes available the Emergency Planning Steering Group will support colleagues in assessing likely impacts and putting in place mitigation arrangements.

Patients should be advised that there may be travel delays caused by road closures and higher than normal volumes of traffic and extra time should be allowed for journeys to and from clinics.
‘It only takes one swipe’ is the new campaign being rolled out by the sexual health team which has been created to appeal to the growing numbers of people using online dating.

The increasing popularity of ‘hook up’ apps on mobile phones has been linked to an increase in sexually transmitted infections and the aim of the campaign is to increase uptake of online testing.

Liz Hare, Chlamydia Screening Coordinator, said: “Research has revealed that young adults who choose to date and find partners online may be less likely to present themselves in person for testing at a clinic.

“This is why we decided to launch a campaign that targets this online sexually active audience with a digital campaign around the theme of online dating. Last year 2,092 people were tested for Chlamydia in North Yorkshire via remote or online testing and of these 192 tested positive. This is a 9.2 percent positivity rate which is a much higher rate than other testing services.

“We want to increase the take up of this discreet and easy way for people to get tested.”

The campaign involved a youth marketing team going out and about in Scarborough and Selby to raise awareness that ‘it only takes one swipe’ to not only find a sexual partner but to order an online Chlamydia testing kit.

The street team used a giant Tinder photo board where young people could get a photograph taken with the hashtag #yorclear which was posted on Instagram.
Congratulations to February Star Award winner Cheryl Moss, Receptionist at Scarborough Hospital Emergency Department (ED).

Cheryl was nominated by a colleague for going above and beyond her role of receptionist during a very traumatic bereavement in ED in October 2014. Without being asked Cheryl took care of the bereaved family, and sat with them during the patient’s resuscitation to support the family. Her ‘kindness, support and care’ has been recognised at the highest level and the family have also thanked her for her support.

Congratulations to March winner, David Locking, Healthcare Assistant on Beech ward at Scarborough Hospital who was nominated by a colleague for supporting a young dying, breathless patient who was very anxious and panicking. David held the lady’s hand throughout the shift, not going for a tea break and staying on after his shift had finished. He is praised for being ‘calm and reassuring throughout, his compassion and empathy and dedication are what true nursing is all about.’

LATE last year the Department of Health (DoH) asked for staff members who would be willing to talk to them about their experience of working on our wards for their Hard Truths (after Francis) report. Matron Christine Foster from maternity and Staff Nurse Sophie Conlon from elderly medicine were chosen. Both feature on the DoH website in a set of case studies giving their personal accounts as front line health and care staff on what they think should happen.

Sophie Conlon relates that she tries to look after every single one of her patients as if they were her own relatives. Sophie said: “My grandma was an inpatient about seven years ago and looking back now, things that happened then would never happen now. I have been a qualified nurse for four years and since I was a student nurse, things have changed so much. The biggest thing is openness. Nurses in the past felt they weren’t able to say things about patient care. They wouldn’t hide things, it just wouldn’t be said. But now we say everything. If we make a mistake, we say we have. I think leadership on the ward plays a strong role. If you have got a strong leader, they will support you to tell relatives everything. If it isn’t something good, we deal with the issue to resolve it.”

Both staff members praise the Friends and Family Test for allowing staff to see when they do a good job. Prior to this patients didn’t really have a say unless they were making a complaint. Christine Foster is in favour of using the feedback from the test to pick up themes and improve services.

Christine said: “We have always had really positive comments from our feedback, we have a good response rate and we predominantly get ‘highly likely to recommend’. However, we had to look at the qualitative feedback and even when women comment positively we read between the lines and pick up themes. We had comments that praised staff but also commented that one of our postnatal wards seemed very busy and the staff were busy. We looked at what actions we could take to support midwives in that area, to support women more, so that women didn’t feel like we may be too busy to help them.”

The full interviews can be read on the DoH website http://www.engage.dh.gov.uk/compassionatecare/
Scarborough Hospital’s brand new surgical ward – Lilac Ward – was officially opened on Friday 27 March by Alan Rose, Trust Chairman, on his last day as Chair of the Trust Board.

The official opening event was held ahead of a programme of deep-cleaning for the ward to be ready to open its doors to the first patients on 13 April.

The 31 bed ward, which is located on top of Maple Ward, has 15 single rooms and four bays, each with four beds. The ward also features a surgical assessment area, which will help streamline the patient pathway for patients requiring surgery, meaning care for surgical patients is greatly improved.

Lilac Ward is the first ward nationally to have been built using a design solution called the repeatable room design.

Alan Rose, Chairman of the Trust, said: “Lilac Ward represents the finest piece of real estate across all of our sites. It will be a wonderful new facility for surgical patients at Scarborough Hospital and represents a great example of reaping specific benefits from combining the strengths of Scarborough and York. I would like to thank everyone who has helped make this happen.”

The ward will open as a surgical facility allowing Haldane ward, one of the hospital’s oldest wards, to close.

Andrew Bennett, Head of Capital Projects, explained: “The design of the four-bed bays makes efficient use of space whilst maximising the distance between bed heads, which is an important factor in infection prevention. The ‘nested’ design of the single rooms with en-suite facilities also makes best use of available space. It is also intended to maximise not only the visibility of external landscaping to patients but also the visibility of patients to nursing staff.”

Carol Carrington, Sister on Haldane Ward, said: “Staff are thrilled to be moving into their new home on Lilac Ward. The ward is very bright, spacious and has lots of single rooms all with en-suite bathrooms. The bays are also very spacious and have a nice outlook. We are very fond of our Nightingale ward but the improvement for the patient is paramount.”

Dying Matters Awareness Week

DYING Matters Awareness Week takes place each May where a range of events and activities around the country are aimed at getting people talking about dying, death and bereavement and making plans for their end of life.

This year the Trust will be holding workshops in York and Scarborough where, as well as helping raise awareness of end of life care, staff can share their experiences of caring for people who are dying. They will take place throughout the week on both main hospital sites, look at out for the posters.

Kath Sartain, Lead Nurse for End of Life, said: “The workshops are one-off events for Dying Matters Week specifically to acknowledge the special role staff play for patients who are approaching the end of their life. Caring for people at this time can be incredibly rewarding but it is also very demanding and it really helps to share those experiences. We are hoping staff can learn and share.”

A ‘Big Room Idea’ will also be held in York and Scarborough together with Elderly medicine to explore the challenges of supporting patients with dementia at the end of their lives. This will take place at York Hospital on Wednesday 20 May in ward 37 seminar room. Scarborough date is to be confirmed.

The End of Life care teams have linked with York University, the local hospices and registrars to work in partnership to promote Dying Matters Week.

For further information contact Kath Sartain, Lead Nurse for End of Life Care on 7716254 or the Palliative Care Teams.
Promoting nutrition

Patients at Whitby and Malton Hospitals enjoyed tea and cake to celebrate Worldwide Afternoon Tea, part of Nutrition and Hydration Week which runs from 16 – 22 March. The event was aimed at highlighting the important work done by the NHS to improve nutritional intake.

At Whitby Hospital patients took a trip down memory lane thanks to Whitby Memories, a group that encourages people to view and share old pictures on Facebook. The group gave a presentation and spent time reminiscing and swapping memories with patients.

Sue Marsay, Hotel Services Manager at Whitby Hospital, said: “It was a lovely way to get people to think about a very important issue. When you are in hospital food and drink is vital medicine and mealtimes are often the main focus of your day.”

Sarah King, Locality Manager at Malton Hospital, added: “Ensuring good nutrition and hydration is a fundamental part of caring properly for our patients. Poor nutrition and hydration leads to poor health, increased and prolonged hospital admissions, and more cost to the NHS.

“We want to raise awareness of how important good nutrition and hydration is with this national campaign. However it doesn’t stop there – it is something we are committed to for 52 weeks of the year both in our hospitals and out in the community. We are always looking at ways to improve patient care.”
National award for York Health Visitor

An award recognising outstanding contribution to health visiting was presented to York Health Visitor and Practice Teacher, Kitty Lamb, at a recent ceremony in London. The Local Accredited Representative of the Year Award was presented to Kitty for her work with the Community Practitioner and Health Visitors Association (CPHVA). She was nominated for the award by colleagues with whom she currently works.

The nomination cited Kitty for being positive, helpful and realistic and always willing to make time for those in need. Kitty has also been an active union member advising and supporting colleagues in need of advice. She has cared deeply that they are treated fairly and respected for the autonomous work they do. Kitty said: “I am very proud, honoured and humbled to have been nominated for the award. It really belongs to the whole York team, because I could not have won it without the day-to-day support I get from my colleagues.”

Kitty has been a health visitor for 30 years, the last 25 spent working in York. She has a particular interest in health visitor education and has sat on a variety of committees at local and national level, currently chairing the CPHVA’s National Expert Education Reference Group.

Champions help with test roll-out

Being able to communicate the Friends and Family Test out to a large and diverse directorate is quite a challenge, but thanks to a team of Champions the response has improved for one directorate.

The theatres, anaesthetics and critical care directorate piloted the Staff Friends and Family Test in February. With the directorate spread across three sites and over 800 members of staff, it was necessary to recruit staff members from each department across all sites to be Champions to encourage staff to take part.

Tracey Richardson, Deputy Directorate Manager, said: “The part the Champions have played has been vital in getting the message across our very large patch and we thank them for all their efforts.

“Once the responses have been collated we will be feeding back the themes that came out of the test and plan to develop an action plan to improve our services. It has certainly got people in the Directorate talking about improvement ideas and we will be keen to take ideas forward.”

Jan Wright, Waiting List Manager, volunteered to be a Champion across all sites for her section. Jan said: “I personally found that motivating the team was easy to do. All staff in the waiting list team use a computer for their work so access was straightforward.”

Patient safety conference

22 May 2015, York Racecourse

As part of the Trust’s commitment to Sign up to Safety we are hosting a Patient Safety Conference.

Sign up to Safety aims to deliver harm free care for every patient, every time, everywhere. It champions openness and honesty and supports everyone to improve the safety of patients.

To receive a copy of the programme or reserve a place at the conference please email elaine.miller@york.nhs.uk before 8 May.

Bake off

The Surgical secretaries at York Hospital held a ‘bake off’ for Comic Relief raising a brilliant £178.38 for charity. The team would like to thank all those who took the time to bake and all those who contributed by buying their goodies.
Step into Health course

A government funded programme, free for those who want to kick-start a healthier lifestyle, is open to Trust staff. The 12 week programme, run by Loughborough College, covers three areas - physical activity, nutrition and stress management. It is a basic course for those who want to start taking steps towards a healthier lifestyle.

People will receive an exercise DVD, information manual and will complete and submit a short workbook. The programme includes monthly emails from a fitness tutor at the college with health tips and doesn’t require a lot of study, just commitment in making healthier choices.

Everyone is expected to complete all three modules and the college will charge a £50 administration fee to anyone who does not complete the course which is the responsibility of the individual. The Staff Benefits team will contact people to evaluate the overall experience.

If you are interested in setting yourself a new challenge – please contact Kerrie Brocklesby at Loughborough College at Kerrie.Brocklesby@loucoll.ac.uk or call 01509 515438 by 30 April 2015. The programme begins in May and ends July 2015.

Getting fit for summer

WHY NOT join in some of the on-site organised fitness classes that we have arranged just for you?

It's so easy to join in and saves time on travelling to the gym. For classes in York or Scarborough Hospital just go along to the staff shops and buy your tickets. If the class is in Selby Hospital you can buy your ticket from cashiers or pay on the night.

Walk to Work Week

THE TRUST is signed up to take part in Walk to Work Week online walking challenge. This national event takes place between Monday 11 May and Friday 15 May.

The challenge is simply to see how much walking we can all achieve in a week, and it's not limited to purely walking to work. All walking counts – whether it's in lunch breaks, during meetings or out of work. Find out more about 'Walk to Work Week' on the Staff Benefits pages - how you can obtain your free pedometer, information sheets with tips and ideas and the criteria for winning prizes.

Register online at www.walktoworkweek.org.uk
Coaching week in May

INTERNATIONAL Coaching Week is being held in York from 18-23 May. It is organised by Coaching York, who work in partnership with major organisations in the city to provide coaching services, and has been created to improve awareness and understanding of the benefits of coaching, and move towards creating a coaching culture in the city.

Helen Corcoran, ODIL coordinator, said: “As an organisation we want to support the event, and also use it to promote coaching as a service, and its benefits, across the whole organisation.”

There will be a number of events during the week where everyone is welcome. For more information, please contact helen.corcoran@york.nhs.uk or visit www.coachingyork.co.uk to find out more.

Home technology offer

WOULD you like a new computer, TV or mobile phone?

The Trust’s Home Technology and Smartphone scheme is once again open from 1 - 30 April.

All permanent staff are eligible for the scheme which is only open for set periods within a year.

Staff can access a range of electronic equipment for their own and their families use through the Trust’s salary sacrifice scheme. It involves a fixed reduction to salary over a period of either 24 months for Smartphones and 36 months for leading makes of computers, tablets, and Smart TVs with significant savings, no credit checks and no deposit.

Salary sacrifice guidance is available on Staff Room on the Staff Benefits page for anyone wanting to check the impact a salary sacrifice scheme may have on pension rights, social security benefits, statutory payments and tax credits.

Scarborough Discharge Liaison Team

During the busy winter period the Discharge Liaison Team at Scarborough Hospital has played a crucial role in getting patients discharged with the right care.

As well as ensuring patients get the right care when and where they need it, the team also free up beds for the next patients to be admitted.

Jackie Welsh, Discharge Liaison Nurse, explained: “Most patients don’t need us - they will be admitted, have their treatment, and then be discharged. However between 20 and 30 percent of patients in our hospital will need some complex discharge planning. This means they will need more than a simple care package in their own home.”

Ward staff refer patients to the team for advice and assistance in their discharge planning. The aim is to move well patients out of acute hospital beds to a more appropriate place such as community hospital, rehab facility or to their own home. To do this the team have to liaise with contacts from social services, district nurses, mental health services or housing, to name a few.

Juliet Taylor, Discharge Liaison Nurse, added: “Advice may be as simple as pointing a nurse towards the right referral pathway, or assisting in something more complex such as end of life care or discharge to a residential or nursing home.

“We try to make a patient’s discharge as easy as possible by ensuring we have referred to the right people both in and out of hospital. Sometimes this may just be taking the time to sit and chat about options with the patient and their family, and at other times making complex arrangements with multiple agencies to facilitate a safe discharge.

“There is a great deal of job satisfaction to be had in playing a part in the safe discharge of a patient to where they want to go, with an appropriate support network in place.”

The team of Jacky Welsh, Juliet Taylor, Pam Cooper and Helen Kelly can be contacted on 7712593 for Scarborough or Helen on 7713106 at Johnson Ward, Bridlington Hospital.

Memorial service for Kath Bullock

A MEMORIAL service will be held on Friday 15 May at 6.15pm at York Hospital Chapel for a much loved colleague and friend, Kath Bullock.

Kath, who recently lost her battle with cancer, started nurse training in 1974 and after a variety of surgical roles throughout the years ended her career as Theatre Sister on Head and Neck.

Kath was a very special friend and colleague and inspiration to many, and tributes were paid to her courage in the face of her short illness and her reputation of being hard working and methodical. She was known for her great sense of humour, both at work and when socialising, and will be greatly missed by all who knew her.

Some of Kath’s colleagues and friends will be taking part in a Midnight Walk on Saturday 20 June 2015.

Anyone wishing to support them should contact jackie.milling@york.nhs.uk
Round-up of activities

Fundraising

For more information or to support an appeal please contact the fundraising team at charity.fundraising@york.nhs.uk

Upcoming events

The York Teaching Hospital Charity (YTHC) has a number of events taking place in the next few months which we would love staff to get involved with:

- Viva Las Vegas Ball – Saturday 20 June at the Royal York Hotel in York. The annual hospital ball will begin with a drinks reception followed by a sumptuous three course dinner, tombola, raffle, table magic and a casino. Live music will be provided by ‘Soul Rida’. Raising funds for high-tech child simulation equipment, providing life-saving training skills for staff. Tickets are £55 per person or £500 for a table of 10.
- Dragon Boat Race (Scarborough) - Sunday 7 June. Crew members are needed to power the YTHC Dragon Boat to victory on Sunday 7 June at Wykeham Lakes in Scarborough. A fun team building day out, hopefully in the sunshine! We need another 16 crew members to fill the boat.
- Dragon Boat Race – Sunday 12 July. The charity is also looking for daredevils to take part in York’s annual Dragon Boat Challenge. The challenge will take place over a 250 metre stretch of the River Ouse between Scarborough and Lendal Bridges. We have 20 crew member places to fill.
- Jane Tomlinson York 10k –Sunday 2 August 2015. The route takes you on a tour of the stunning city, passing the iconic York Minster, before heading towards the riverside and experiencing the city walls and landmarks such as Clifford’s Tower and the Shambles. Near the start line is the Charity Village with its fairground rides and refreshment stalls to keep family and friends entertained! YTHC has 30 places available.
- Great Run series and firmly established as Britain’s biggest participation event. YTHC has 15 places available.
- Plusnet Yorkshire Marathon - Sunday 11 October 2015. The highly-anticipated Plusnet Yorkshire Marathon takes runners through the beautiful medieval City of York and its picture perfect countryside in the county’s biggest marathon. YTHC has 20 places available.

Please contact the Fundraising Team to buy tickets or to book your place in one of the above events on 01904 724521 or email charity.fundraising@york.nhs.uk

Well done Sam!

SAM HAMILTON from Huntington raised £200 for the Haematology/Oncology Department at York Hospital with a six hour sponsored silence. His Granddad David Gillon is currently undergoing chemotherapy at York Hospital, and Sam wanted to thank the kind nurses in the department looking after his Granddad.

The Lord Mayor of York’s Charity Fashion Show, held in March, helped raise a total of over £1,670.

Funds raised will go towards buying York Against Cancer a new minibus to transport patients from York to Leeds for cancer treatments, and to YTHC to purchase a new life-saving haemodialysis machine for patients in York.

Maria Humphrey, Fundraising Assistant, said: “We’re really grateful to everyone who gave up their time for the event and for such a good cause, and to everyone who attended.”

For event details and dates of upcoming Lord Mayor of York charity events or to view photos from the Fashion Show, please visit the York Teaching Hospital Charity website www.york.nhs.uk/fundraising.

Lord Mayor’s fashion show

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The Magnolia Centre

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Treatment priority for military veterans

The NHS has an obligation to give military veterans priority treatment when they are referred to Trust services for a condition which is related to their military service. Referrals from GPs should contain clear information relating to their patient’s veteran status. Clinical staff should be aware that the Trust has a responsibility to take this into account when prioritising patients.

Amber Lee, Head of Patient Access, explained: “The patient’s status as a war veteran gives them priority over patients with the same level of clinical need when their condition is related to their military service. Veterans should not, however, be given priority over other patients with more urgent clinical needs. “We have recently had complaints from two veterans who were frustrated at the lack of awareness from our teams. It’s important that we are able to respond to the needs of our community, which includes many veterans. “There are an estimated five million veterans in the UK, with over 22,000 military personnel returning to civilian life each year. These are significant numbers and it is important that all staff involved in booking or arranging treatment for patients are aware of the commitment which has been made by the government to support our veterans.”

The Trust’s obligation is reflected in the ‘Referral to Treatment’ policy (section 3.13). For further information contact Amber Lee, Head of Patient Access on amber.lee@york.nhs.uk or telephone 7725796.

Prostate cancer support group launches in Scarborough

FOLLOWING the success of a voluntary support group for Bridlington men with prostate cancer, a second group launched this April in Scarborough.

The Bridlington group was established by Carol Popplestone and Carolyn Spence, Clinical Nurse Specialists, who give their time voluntarily to provide help and information to men who have prostate cancer and their families.

Carol Popplestone, Macmillan Urology Nurse Specialist, said: “These groups are invaluable as they offer individuals and their carers support and advice. It also gives men an opportunity to talk with other men who are dealing with prostate cancer.”

Last year, the Urology Department at Scarborough Hospital saw 168 new cases of prostate cancer.

Dementia Awareness Week

DEMENTIA Awareness Week begins on Monday 18 May with a host of activities planned across the Trust to highlight our work and focus in this area and caring for patients with dementia.

During the week a new dining initiative will be launched, ‘Come dine with me’, which will encourage relatives and carers to stay during mealtimes to provide company and support to patients with dementia. The ‘Forget me not’ and ‘This is me’ Trust initiatives will also be promoted during the week.

Research coffee morning thanks patients

PAST and present research patients were invited to a special coffee morning held by the Oncology and Haematology Research Team.

Around 30 patients and friends attended the event which was an informal mixture of presentations, discussion and socialising between patients and the team.

Hilary Campbell, Lead Research Nurse Coordinator, said: “Many patients commented on their positive experiences including feeling they were giving something back and also enjoyed the extra support and regular contact with the research team.

“We had a very enlightening discussion about patients’ experiences from the trials, both positive and negative. Altogether we had some great feedback from patients and staff and our guests enjoyed some lovely cakes made by the team.”

CONGRATULATIONS to maternity staff – Matron Freya Oliver, Maternity Support Worker Ann Kelly, and Midwives Lynda Fairclough and Jacqui Mortimer who recently attended the RCM awards as finalists for The President’s Award for Partnership Working. The team were recognised for their outstanding work around antenatal education.
Jamie switches off after 37 years

JAMIE GERHAGHTY, Switchboard Operator, recently retired after more than 37 years service with the Trust. During his time on the switchboard, systems changed radically and Jamie experienced many new innovations over the years.

We wish Jamie a long and happy retirement and thank him for sharing his switchboard history!

Above: James with Facilities Manager Kirsty Roberts on his last week at the Trust. Right: his array of switchboard history

Telephone Tips for using Contact Portal

SCARBOROUGH Hospital Switchboard Manager, Liz David, has passed on some useful tips on the use of voice recognition following the roll out of the automated switchboard Contact Portal.

1. Speech recognition understands words better when you speak in a predictable manner so always use a consistent quality of speech to achieve the best results. If you speak too loudly or too softly, the computer may not recognise what you say.

2. Speak without pausing between words, a phrase is easier for the computer to interpret than just one word and use a consistent rate without speeding up and slowing down.

3. A quiet environment is better so that the computer hears you instead of the sounds around you.

4. Pronounce words clearly, but do not separate each syllable in a word.

5. Don’t cough, sneeze or clear your throat before speaking as this will confuse the virtual operator and it won’t recognise this as a name.

6. Similarly don’t have a conversation with a colleague at the same time as picking up the phone. As soon as you dial the automated service and the virtual operator speaks it picks up any speech recognition.

Check out all our latest news by following us on Facebook, Twitter and Instagram.

Here’s a sample of our recent posts

Trust social media success stories