A bright new PALS office at York Hospital was officially opened earlier this month by Trust Chair, Sue Symington.

The new office, located on the main corridor, has been designed to be more visible and accessible. The office includes a separate room which provides a confidential environment where patients and relatives are able to speak face to face with a member of the PALS team if they wish to do so.

A new information board outside the office includes photographs of the PALS advisers, operating times and patient experience leaflets and posters to help signpost people.

Officially opening the new office, Sue said: “I am delighted to open the new PALS office, but this is more than just an office - it is a celebration of the work of the PALS team in the last year.

“The PALS team is here to help ensure patients and visitors have a positive experience of using the Trust’s services from start to finish. With that in mind, I very much hope that the new environment will offer patients and visitors the chance to raise feedback in a more relaxed, pleasant and welcoming environment.”

The next stage is to improve the Scarborough office and the PALS team in the last year.

Patient Experience Lead Hester Rowell, Team Leader Justine Harle (back) and PALS Advisers Elaine McQuade, Suzanne Burnett, and Lou Young with Trust Chair Sue Symington at the opening of the office

Please contact PALS if there are any changes in your work area which might impact on patient and visitor enquiries such as a ward closure, bed issues, or cancelled clinics so that PALS can be prepared.

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:

Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk

Or email staffmatters@york.nhs.uk

3 Trust wins award for bowel disease test

7 New energy centre for Scarborough

9 Audiology van comes to York

12 John raises £10k for stroke rehab
New PALS office opens

Continued from page 1

expand the service to Bridlington hospital. Sue adds: “PALS are an integrated and essential part of the Trust and offer impartial advice and assistance to patients, their relatives, friends and carers.” The team has also revised the PALS ‘Your Experience Matters’ leaflet and compiled a FAQs which aims to help staff to understand what PALS does and doesn’t do. For more information download the FAQs from Staff Room.

Celebration of Achievement – nominate now!

NOMINATIONS for the Trust’s annual awards ceremony, the Celebration of Achievement Awards, opened at the beginning of April and are coming in thick and fast. Now is the time to see your special colleagues get the recognition they deserve for going above and beyond. Just fill in a nomination online – there are eight categories – and give your colleagues the chance to shine. What’s more, if the nomination goes through to the final, the person who nominates also receives an invitation to this year’s glittering event to be held at Bridlington Spa in October. Nominations close on Friday 12 May. Help us celebrate the fantastic work that takes place across our Trust.

Lord Mayor takes a look behind scenes

In early April York’s Lord Mayor, Cllr Dave Taylor, and his civic party, were invited into York Hospital as part of his behind the scenes visits to local organisations. Along with the Lady Mayoress, Sheriff and Sheriff’s Lady, he started his visit with a behind the scenes tour of the kitchen and catering department – learning how we produce a staggering 49,000 patient meals a month from Catering Manager, Pierre Gomez.

He finished his tour with an extensive visit of the Laboratory Medicine directorate, including histology, cytology and haematology, where over 3,000 blood samples are processed everyday amongst many other tests and sampling. The Lord Mayor said: “My Sheriff’s idea of visiting ‘back office’ functions has been a superb one, and has given us a greater appreciation of the work of public-sector workers out of the public eye. It was impressive to see the sheer volume of meals produced in the hospital’s kitchens and a pleasure to see the light and airy restaurant refurbished in 2015 as Ellerby’s. “Moving on to see the work undertaken by laboratories specialising in haematology, microbiology, histology, and cytology was fascinating, and even in such a whistle-stop tour the civic party felt that we learned a lot. Thanks to everyone who took the time to show us around.”

Tour de Yorkshire – planning ahead

THE THIRD Edition of the Tour de Yorkshire Cycle race takes place between 28-30 April 2017. Staff are advised to plan ahead and to check road closures to ensure that the route is clear into work on these days, particularly for Stage One. The road closures are rolling closures so should not impact too much on shift changeover or community service delivery. Stage One gets underway on Friday 28 April outside Bridlington Spa and takes in Whitby and Robin Hood’s Bay before heading into Scarborough for the now-legendary finish along North Bay. Stage Two starts in Tadcaster on 29 April on the newly-reopened Tadcaster Bridge, ventures into Knaresborough, before finishing in Harrogate, while Stage Three on Sunday 30 April is West Yorkshire to South Yorkshire, so should only affect staff travelling from that area to work. 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.
A new method of testing patients for serious bowel complaints has won a regional award for service improvement for the Trust at the recent Medipex NHS Innovation Awards.

The pioneering approach, designed by consultant gastroenterologist James Turvill, has revolutionised treatment for hundreds of people in the York area and is set to save £1.4 million for the NHS in the Yorkshire and Humber region.

A special test, the faecal calprotectin diagnostic test, has been introduced to help doctors to identify which bowel conditions can be treated by GPs and which will need specialist hospital treatment. The test can distinguish between inflammatory bowel diseases (IBD) such as Crohn’s disease and ulcerative colitis which can involve an operation, and non-inflammatory bowel diseases, such as irritable bowel syndrome (IBS).

James Turvill explained: “Faecal calprotectin is a marker of bowel inflammation and is normal in IBS but raised in IBD. Using this new care pathway will mean most people with IBS will be diagnosed without the need for invasive tests. “The diagnosis can be difficult for GPs as similar symptoms are present in both IBS and IBD. This can result in many people with IBS having unnecessary hospital investigations before their condition is diagnosed. People can be tested when they see their GP which reduces the amount of patients who need to come to hospital for these investigations.”

Before the new testing method was introduced half of patients referred to hospital had a colonoscopy, but less than five percent were found to have IBD. This puts a lot of pressure on endoscopy services as well as being a very expensive way to diagnose the condition.

Working with the Yorkshire & Humber Academic Health Science Network, James Turvill and his team have created a resource pack for GPs which is being used throughout the region and is expected to roll out nationally. Feedback from GPs has been extremely positive.

Richard Stubbs, Interim Managing Director at the Yorkshire & Humber AHSN, commented: “We are delighted to have won this Medipex NHS Innovation Award.

“As an Academic Health Science Network, we are committed to making it easier and quicker to implement innovations that are better for patients and deliver efficient and cost-effective treatments and services.

“It is a fantastic example of how we are working with our members to deliver service improvements for patients across the region.”

Sign up to safety conference – book now

As part of the Sign up to Safety Campaign the Trust has organised its third annual patient safety conference following two previously successful conferences with over 350 delegates.

It will be held on Friday 9 June at York Racecourse.

The conference is open to delegates from the Yorkshire area from both primary and secondary care. It attracts a mixture of medical staff, nurses and midwives and allied health professionals.

This year the speaker will be Dr Lori Paine from The Johns Hopkins Hospital and Armstrong Institute for Patient Safety and Quality, Baltimore who will be presenting on ‘Leading to High Reliability: A Cultural Transformation’. Teams involved in improvement work or research to improve patient safety are invited to submit an abstract to the Patient Safety Conference.

People can register by contacting liz.jackson@york.nhs.uk and abstracts should be sent to charlotte.craig@york.nhs.uk. The closing date for submissions is Monday 15 May 2017.

More information is available on the Trust website on the Patient Safety page.
Highlighting dangers of too much salt

The dietetic department at York Hospital highlighted National Salt Awareness Week 2017 in March with a display about salt and health for staff, patients and visitors.

Currently, the amounts of salt eaten in many people’s diets in the UK can have harmful effects on health. Reducing salt intake can help to control blood pressure which, in turn, will help to reduce the risk of heart attack, heart failure and stroke.

Dietitian Sarah Trevillion, explained: “Adults need less than one gram per day of salt but eat between seven and ten grams per day, far more than needed.”

“A big problem is the hidden salt, as 75 percent of the salt we eat is hidden in the food we buy. Some regularly eaten high salt foods are cereals and bread, cheese, bacon, sausages, ham and corned beef. Savoury snacks, for example crisps and salted peanuts are common culprits and processed food such as instant soups.

“For every one gram of salt we cut from our average daily intake there would be 600 fewer deaths from stroke and heart attacks each year in the UK. Reducing salt intake can also help to reduce your risk of osteoporosis, kidney stones and stomach cancer.

“It’s never too late to reduce your salt intake, people can easily check nutritional labels on packaged food for salt content and be aware of what they are eating. Most of them have colour coded nutritional information on the front. It is wisest to choose green, which has less than 0.3g salt per 100g and eat amber occasionally which is less than 1.5g, avoiding red which has over 1.5g salt per 100g.”

Tips for eating less salt
• Taste your food – try not to add salt at the table
• Don’t add salt when cooking – there are plenty of other seasonings
• Always remember to check the labels and choose low salt options
• Get cooking! Homemade foods are usually lower in salt than pre-prepared foods
• Ask the chef for ‘less salt please’.

To read more visit www.actiononsalt.org.uk

Trust launches new physiotherapy service

A NEW physiotherapy service, specialising in the management of musculoskeletal (MSK) pain, long term conditions and self-help has been launched.

Covering the Vale of York and East Riding, the service includes one to one sessions, group sessions and access to a new NHS physiotherapy website. The website contains lots of useful help and advice on the self-management of MSK issues, how to access services - including self-referral, as well as information about the team. Kevin Wilson, AHP Senior Manager, explained: “The new website has been designed to provide online advice and resources, including videos and useful exercises to improve MSK health. It gives advice on how to manage common injuries and pain problems and has an online directory to help people understand their condition and take simple steps to improve the problem. There is also advice for people living with long term pain problems including advice about medications, exercises and a lot of useful hints and tips to remaining active while living with persisting pain.

“We’ve included information on making positive lifestyle choices – including how to stop smoking and maintain a healthy weight. People can even find details on how to join local educational groups and exercise sessions.”

• To learn more, visit the website www.yourphysio.org.uk
February finalists

Vicky Peterson, Staff Nurse, York Hospital
Vicky was nominated by a relative for the exceptional care she offered to a patient and his family when they were given the devastating news, just before Christmas, that he was at the end of life. Vicky made sure his last days were dignified and pain free. She was also with him when he passed away, as sadly the family could not make it to the hospital in time. Vicky took the time to talk to the family afterwards and reassured them that it had been peaceful and pain free.

Alyson Dawber, Discharge Liaison Officer, York Hospital
Alyson was nominated by a colleague for her actions which enabled an elderly couple to have Christmas lunch together - something that they have never missed before.

Alyson was working on Christmas Eve when she became aware of the plight of an elderly gentleman who was facing the prohibitive taxi cost of £85 to visit his wife in hospital on Christmas Day.

Alyson was working on Christmas Eve when she became aware of the plight of an elderly gentleman who was facing the prohibitive taxi cost of £85 to visit his wife in hospital on Christmas Day. After seeking permissions by senior nurses, Alyson collected the elderly gentleman and brought him to the hospital in her own time and under her own expense.

Tanya Barber, Housekeeper, Scarborough Hospital
Tanya volunteered, in her own time, to bring a wife into hospital to help celebrate her husband’s 80th birthday. Under normal circumstances, given that it was New Year’s Day and a Sunday, this would not have been possible because of the prohibitive costs involved.

Connie Milligan-West, Discharge Liaison Officer, York Hospital
Connie was nominated for her work in completing an incredibly hard discharge, involving a large range of mental health services. This was a complex situation where a patient, with multiple mental health issues, did not want to leave hospital until their issues had been resolved. Connie methodically went through every issue that they raised, spoke to numerous staff across multiple mental health disciplines, and documented outstandingly all the relevant information to enable discharge from hospital.

Alyson Dawber and Connie Milligan-West with Chief Executive Patrick Crowley

“Tanya’s actions made a massive difference to the patient as he has severe dementia”
In the March Staff Matters we started a new feature, celebrating the little touches that can make a positive difference to someone’s experience of care.

Two great examples were shared with the Patient Experience Team by the Head and Neck Directorate this month.

Paul Carr, Maxillofacial/Orthodontic Laboratory Manager said: “As my team usually work ‘in the shadows’, we very rarely receive feedback directly from patients. I can say it does mean a great deal to my staff when they receive favourable comments. Our Tiny Noticeable Thing relates to a lady who received a new prosthetic ear. She was thrilled that the prosthetist had added a pierced ear lobe so she could wear earrings for the first time.”

Kirsty Bottomley, Laryngopharyngeal Reflux (LPR) Specialist Nurse said: “Patients on transport who visit the department often wait a long time to be collected to go home. On one occasion a member of staff was taking a patient to the ambulance waiting area, but also helped them to visit Ellerby’s, then the pharmacy and then the shop. The patient was so appreciative as without help they would have had no lunch, no prescription and no food when they got home.”

Have you had a thank you from a patient that highlights how a tiny noticeable thing has made a big difference? Please share it with the Patient Experience Team at patientexperience@york.nhs.uk.

One thing the Staff Matters team has noticed when putting this magazine together is how many people we meet across the Trust who love their job. Despite the challenges of working for the NHS, so many of you love what you do regardless – and it’s inspiring. Each month we’ll be looking for people who love their job to tell us just why they love it so much.

“...so she could wear earrings for the first time.”

She was thrilled that the prosthetist had added a pierced ear lobe so she could wear earrings for the first time

Who are you and what do you do?
I’m Maya Richardson, pronounced Mya and I’m the Community Fundraiser for York Teaching Hospital Charity based across sites.

How long have you worked for the Trust?
Four and half years and counting.

What attracted you to work for the NHS?
In all honesty it was the convenience of a fundraising job near home at the time as I had not long had my baby twins. But now that I’ve been here quite a while I love the NHS and don’t want to leave! Fundraising is an addition to the NHS so not many people expect to see a charity linked to their local hospital, even I was surprised at first. Unless you experience an on-going/life-saving relationship with the NHS or work for it, I don’t believe you will ever truly understand what its capabilities are and why it’s one of the most amazing organisations in the world.

What do you like best about your job?
The generosity, thoughtfulness and sincerity of people. I’m lucky enough to get to meet the people who want to say thank you in some way for the care they, or a loved one, has received in one of our eight hospitals. They share their stories and simply want to make a difference. 

What’s a good day for you?
I love my job, so really it’s a good day every day. If I have to actually choose though, getting a large donation or finding out that someone has left a legacy to the charity is a pretty great feeling. Then again so is someone calling to say they want to run a 10k, hold a cake sale, or simply being thanked is up there too. Recently there was a lady who had had breast cancer who has done lots of fundraising for chemotherapy, hairdressing and breast care. Her latest fundraising event was a dinner dance and she was really nervous about how it would go. Seeing her the day after the dance was brilliant as she was so positive, happy and delighted with her efforts after raising £2,000. Being able to share her journey and support her is why I love my job and that was a good day!

What’s the best bit of advice you were given?
Nothing you will say this day will teach you anything, so if you’re going to learn you must do it by listening.

Who are you and what do you do?
Claire Ackroyd – Cancer Care Centre patient support and admin.

How long have you worked for the Trust?
Eight years this June.

What attracted you to work for the NHS?
I came to work for the NHS after working in the private healthcare sector for 10 years. It was too ‘money minded’, the NHS gave me chance to care for others without being side lined by the financial side of healthcare.

What do you like best about your job?
The patients. Without them the centre wouldn’t be what it is today. The main part of my job is the hair loss support. I am a trained wig fitter and help the patients with hair loss after chemotherapy treatment. Also supply and fit chemo hats.

What’s a good day for you?
Hearing that someone has been given the all clear and that they don’t want to see us anymore. It’s the best feeling in the world to get a hug or a letter from someone telling you their good news. Contrary to what people think there is more good news than bad!

What’s the best bit of advice you were given?
To never promise something I cannot fulfil.

Why not tell us why you love what you do?
Email staffmatters@york.nhs.uk
New energy centre will cut carbon emissions

As part of the huge programme to reduce the Trust’s carbon footprint, it was finally the turn of Scarborough Hospital for refurbishment of the energy centre.

The £3.2M project follows the energy saving and carbon reduction project at York Hospital using a Carbon and Energy Fund Framework with Vital Energi, and last year the major reduction project at Bridlington Hospital.

The upgrade at Scarborough includes improved boiler control and the installation of a combined heat and power (CHP) unit will achieve guaranteed savings of £12,000 in the first year - a 31 per cent reduction on current energy bills and operating costs. Over the course of 15 years the guaranteed savings will be in excess of £9M.

The opening of the energy centre was timed to coincide with NHS Sustainability Day on 23 March.

Brian Golding, Director of Estates and Facilities, explained: “As an organisation, we are very much aware of sustainability issues and are committed to reducing our environmental impact. Our sustainable development group ensures that we are consistently addressing energy consumption across all our hospitals, looking at everything from light bulbs through to the design of new buildings.

“Including the refurbishment here at Scarborough Hospital, the overall project will offer over £26.5M guaranteed saving for the Trust – money which will be reinvested into patient care. Across the three sites, carbon emissions are projected to be cut by 5,800 tonnes a year, a reduction of around 27.6 per cent.”

The Scarborough unit will supply all of the hospital’s night time electricity, over 70 percent of its day time electricity and make a substantial contribution to the heating and hot water supply. Combined heat and power engines are extremely efficient and capture the heat created during electricity generation, which would normally be wasted, and use it to provide low-carbon heating to the hospital. This technology is far more efficient than traditional power stations and delivers a larger reduction in CO2 emissions.

Celebrating NHS Sustainability Day

THE TRUST celebrated NHS Sustainability Day on 23 March with events right across the region.

At York Hospital a display at Ellerby’s Hub revealed some impressive figures.

Our total carbon footprint in 2014/15 was 116,745 tonnes - that’s enough CO2 to fill over half a million double-decker buses!

The display illustrated the Trust’s initiatives in recycling materials such as cardboard, paper, metal, wood, furniture and plastics and information on the Trust’s sustainability commitments for the future. There was also information about sustainable travel options and free cycle and walking route maps and bus timetables.

At Scarborough Hospital there was a sustainable travel event, which showcased the range of pool and hire cars on offer for staff.

The pool and hire car scheme currently saves the Trust £70k per annum and reduces carbon emissions from staff journeys by 40 percent. The more people sign up to this cost saving, the more the carbon reduction.
Determined to provide a more effective service for head and neck cancer patients, Clinical Nurse Specialists Debbie Wardle and Lisa Flesher from York Hospital, have been listening to patients in order to improve the support they offer.

Following a focus group held in October last year, patients identified certain areas where they felt they could be more supported. This has led to the team launching a number of new initiatives - a Facebook group, newsletter, evening support group and a monthly drop in clinic.

A private Facebook group, North Yorkshire Head and Neck Support Group, has been created so that people have an online space where they can share information and ask questions at any time.

In addition the team have set up a quarterly evening support group and arranged monthly drop in clinics to ensure that people are supported from diagnosis throughout their cancer journey.

Lisa said: "We wanted to cover all bases to create the most supportive patient experience possible by providing advice, up to date information and peer support."

“The drop-in clinics are held on the first Monday of each month in the Cancer Care Centre at York Hospital and allow patients and relatives the opportunity to discuss any worries or concerns and ask questions. It’s also a chance to meet other people in the same situation.

“The head and neck support group is held every three months, often hosting a guest speaker to allow patients access to wider support from various healthcare professionals. Topics discussed in meetings held so far have varied from respite holiday information, journey through treatment side effects and life after cancer. Patients have also been keen to offer praise to the NHS and its staff, which is excellent feedback for us to hear!"

On Friday 26 May the team will be supporting the UK’s first Face Equality Day by raising awareness with an information stand in the foyer of York Hospital.

Debbie explained: “The campaign is run by the Changing Faces Charity and aims to raise awareness of how disfigurement can result in prejudice and discrimination. It is designed to encourage people, organisations and the government to tackle such beliefs and attitudes, make a commitment to face equality and to help everyone learn new ways of thinking and behaving towards people with disfigurements.”

To find out more visit www.changingfaces.org.uk

**Hospital choir a hit at festival**

YORK Hospital Staff Choir performed alongside choirs from across the area at York Community Choir Festival this year.

It was the choir’s first solo performance and everyone thoroughly enjoyed it.

After the event David Stainton, joint organiser of York Community Choir Festival, said: “We would like to personally thank you and your choir for taking part in last night’s festival show.

“For your first show that was amazing, as if you had done that many times before. Your small group clearly enjoys singing and your relaxed style was a pleasant contrast to the more formal approach of some of the larger choirs. Sitting behind you, I could sense afterwards that you all enjoyed yourselves and got a buzz out of it.”

**Kitchen table invitation**

THE PATIENT safety team invited staff to ‘sit round the kitchen table’ and have a conversation with them about patient safety as part of Sign up for Safety’s National Kitchen Table Week beginning on 27 March.

The initiative was designed to bring people together to help share their stories and experiences about what they know about keeping people safer. Like the kitchen table at home – heart of the home – the events encouraged people to talk openly and honestly, without judgement and above all, to be listened to.

Bernadette Eivers, Head of Patient Safety, explained: “When it comes to patient safety, listening really matters and the week offered an ideal opportunity for us all to hear from both staff and patients about what they know about keeping people safer.

“The idea of a ‘kitchen table’ was to make these conversations as accessible as possible.”

Events took place at York, Scarborough Bridlington and Malton and feedback will be shared with clinical directorates to help improve services.

Feedback from the event will be shared in upcoming Staff Matters.
Training for coroner’s court and faculty development

SCARBOROUGH Postgraduate Centre has announced two new training opportunities for Trust staff.

A coroner’s court experience day will take place on Monday 8 May. The full day course targets multi-professional staff of all grades, particularly doctors, nurses, and ACPs, who offer direct care for patients.

Andrew Volans, Clinical Skills and Simulation Lead, said: “We believe this pilot course will help to address the needs of staff who are asked to give a statement or appear in a coroner’s court, an often daunting experience, and prepare them for what is required.”

The course will help delegates to prepare themselves for the stressful experience of presenting evidence in a coroner’s court. The day will include an introduction to the roles of the Coroner and the Trust Legal Services Team. Delegates will learn the importance of producing accurate and factual reports and witness statements from patient notes. It will culminate in a simulated Coroner’s Court where these statements will be presented.

The Legal Services Team will be on hand to give advice and support. The course is free to attend and places are limited.

Additionally, a Faculty Development for Simulation course will be held on Friday 5 May. Developed by the Montagu Clinical Simulation Team, the training focuses on debrief and facilitation skills with an overview of simulation and the education theories supporting it. Also included is an introduction to the concepts of human factors, and advice on designing scenarios and courses.

Any member of staff interested in facilitating simulation in the Trust will be on hand to give advice and support. The course is free to attend and places are limited.

Research for Simulation course will be held on Friday 5 May. Developed by the Montagu Clinical Simulation Team, the training focuses on debrief and facilitation skills with an overview of simulation and the education theories supporting it. Also included is an introduction to the concepts of human factors, and advice on designing scenarios and courses.

Any member of staff interested in facilitating simulation in the Trust is invited to this full-day training.

For further information and to enrol on the courses, please contact the Scarborough Postgraduate Centre Team by email pgme.scarborough@york.nhs.uk or call 07123 342077 (771 2077).

Unique audiology van comes to York

Researchers from Manchester visited York audiology department recently with a unique research van which is designed to travel up and down the country, visiting the homes of infants with hearing problems.

Babies in the UK are offered a hearing check soon after birth and hearing aids are typically prescribed and fitted by 2-3 months of age. However, there are currently no reliable tests that can provide information about how well young infants hear through their hearing aids.

The £350,000 National Institute for Health Research funded study will recruit 200 infants with hearing aids from across the country. Each child will be visited by a mobile hearing research van fitted with the necessary testing equipment and appropriate noise attenuating treatment.

Kate Iley, Head of Audiology, said: “With the introduction of the newborn hearing screen, diagnosis of hearing loss is now much earlier and outcomes for those children identified and their families have improved. Further research is still required and it is often difficult for families with young children to take part in research. If it can be carried out at their home, it makes it much easier.

“We will be inviting families who use our services to take part in this valuable study.”

The van, which is the first of its kind, will visit infants at 3-6 months of age. The same babies will then be revisited at 7-9 months so that the research findings can be compared with the traditional hearing test, which works by rewarding babies who turn their head and look for sounds.

The results are expected to be published 2018.

Amanda, who has worked in the catering department for 17 years, is a keen photographer in her spare time. In just two years she has gone from novice to pro. Her arts display is being featured on Junction 7, the main corridor at York Hospital, until June.
STAFF WELLBEING

A regular section bringing you the latest news and developments from the Wellbeing Team

On your feet, Britain...

Did you know that the average UK worker sits 10 hours a day with almost 70 percent of sitting time taking place at work?

A new campaign to ‘Get Britain Standing’ highlights the problem of sedentary lifestyles and on Friday 28 April 2017 people will be asked to sit less and move more for On Your Feet Britain Day.

The campaign highlights the growing scientific evidence of multiple health risks for those who have desk related jobs including cardiovascular disease, type 2 diabetes, certain cancers and mental ill health caused by excessive and prolonged sitting.

The wellbeing team are urging people to take up the challenge on 28 April by reducing your sitting time to move more with these suggestions:

• Stand up during phone calls
• Have walking meetings
• Take a walk in your break time
• Eat your lunch away from your desk
• Use the stairs instead of the lift
• Stand up and take a break from your computer every 30 minutes
• Use the ‘Just 10 minutes’ exercise sheet to get moving (download from Staff Benefits wellbeing pages)
• Complete the wellbeing questionnaire to find out how many hours you are sitting in a day

Anyone can have a free health check which includes looking at your cardiovascular and diabetes risk by contacting the wellbeing team.

What did you do to move more and sit less on Get on Your Feet Britain Day? Contact wellbeingteam@york.nhs.uk and let them know.

COMPASSION Fatigue is a relatively recent term which has been used to describe the physical and emotional exhaustion that can affect people working in caring professions such as nursing, psychotherapy, humanitarian work and the emergency services.

It refers to a range of symptoms and behaviours that result from providing care and empathy for distressed people and it can be compounded when the individual doesn’t care adequately for their own personal wellbeing.

Because it stems from empathy it is different from burnout which results from other factors such as being overworked or undermined. Listening to heart-wrenching stories day in and day out or witnessing high levels of distress on a regular basis can take its toll.

Frequently people who choose to work in caring professions do so because they believe strongly in what they are doing and have a genuine wish to help others, and when others are in pain they feel it too.

In the work environment it can result in a decrease in quality care or ‘poor bedside manners’, more error, and higher rates of depression and anxiety amongst the workforce.

Outside of the workplace it can affect a person’s ability to empathise and connect with their loved ones, this can lead to stress within the home, divorce and social isolation.

Fortunately, there is much we can do to prevent compassion fatigue, beginning with self-awareness and learning to respond to and manage our personal needs. When we care for our own wellbeing we increase life satisfaction and put ourselves in a stronger position to support others.

Check out the latest helpsheet from Well Online – www.well-online.co.uk.

If there is anything you would like to discuss in more detail you can speak with one of their trained counsellors on the Advice line.

Do you suffer from compassion fatigue?

News

Colourful and helpful...

A BRAND new colourful and vibrant collage has been installed to celebrate the opening of the new Friends of York Hospitals office. Patients and visitors in the Cancer Care Centre created the collage with the help of art therapist Anne Hutchinson who works with patients on art, craft and music projects throughout the hospital. Her work is funded by the Friends of York Hospitals, York Against Cancer and the Cancer Care Charitable Trust Fund.

Anne explained: “The collage represents people helping one another and enjoying life in their community – and from start to finish it took just three weeks to complete.”

Formerly the PALS office, the new Friends office located next to the Discharge Lounge at York Hospital, provides a base for the volunteers to continue their valuable roles helping make patients’ lives better each day.

From left: Kath Masterson, former patient; Anne Hutchinson, Artist; Griselda Goldsbrough, Art and Design Development Manager; and Andy White, Administrator and Volunteer
Wellbeing fairs dates released

IT’S TIME to save the date once again for this year’s Staff Benefits and Wellbeing Fairs. The events are packed with wellbeing benefits such as hand or foot massage, spa offers, fitness trials and come and try sessions, health promotions, cycle to work scheme, golf and swimming offers, shopping offers, meal deals, legal services plus much more. With over 35 stands invited on the day there will be something for everyone, so don’t miss out.

The fun starts at 10am until 2pm and the Staff Lottery will be drawn at 12.30pm. There are over £3,500 cash prizes to be won and a raffle.

Fair dates
• 21 June at York Hospital, the Green opposite Park House,
• 13 July at Scarborough Hospital, the grassed area outside cashiers, and
• 20 July at Bridlington Hospital outside the restaurant.

Onsite massage sessions

LOOKING to improve your health and wellbeing? Why not come for a relaxing onsite massage! The 20 minute sessions take place at either York, Bridlington or Scarborough hospitals at a fantastic price of £5 which is payable at the session. The massage is subsidised by £5 per session from the Staff Lottery Fund. This enlivening and relaxing seated massage is done over clothes in a specially designed chair. It targets the main areas of tension – shoulders, neck, head, back, arms and hands, releasing muscle tension in these areas. It also stretches cramped tendons and ligaments, eases stress, and balances energy in the body.

The treatment is suitable for most people, with the exception of ladies who are pregnant or who are trying to conceive.
• York Hospital: 30 May, 7 June, 25 July, 22 Aug, 19 Sept, 31 Oct, 28 Nov, 12 Dec at The Hub, Ellerby’s
• Scarborough Hospital: 9 May, 8 June, 10 July, 14 Aug, 14 Sept, 12 Oct, 13 Nov, 11 Dec at Elm Meeting Room, 1st Floor Woodlands House
• Bridlington Hospital: Dates TBC in the admin block.

To book any of the sessions go to the Staff Benefits pages on the staff room and click on the Health and Beauty icon or go to www.york.uk/staffbenefits

Increased take up of buying and selling of annual leave

The 2017/2018 buying and selling of annual leave scheme was launched in January with 469 staff applying.

The number of applications have increased dramatically each year since the scheme began in 2011, from 150 to 469, with the greatest increase over the past two years.

Over the last six years there has been a staggering 215 percent increase in staff buying leave. The number of applications to sell has remained low, however this has increased from 9 to 24 since the launch of the scheme.

Jorvik Viking Centre 20 per cent discount for Trust staff

The Jorvik Viking Centre is a museum and visitor attraction in York. It suffered flooding over Christmas 2015 and has been repaired and has now reopened.

The JORVIK Group contains five attractions alongside Tax-Free Childcare, but you cannot be on both schemes at the same time.

The Trust’s voucher scheme will be closed to new entrants from April 2018. Some parents may be worse off, or not eligible for the new scheme.

Next steps

You do not need to make a hasty decision right away but many people may be worse off under the new scheme, or not even eligible to join.

Here are some key points:
• The Edenedre childcare vouchers scheme that the Trust offers to staff will run alongside Tax-Free Childcare, but you cannot be on both schemes at the same time.
• The Trust’s voucher scheme will be closed to new entrants from April 2018. By joining now, or staying on the scheme, you can keep your options open so you have the choice nearer the time.
• After April 2018 the choice to join the childcare voucher scheme will be lost. Anyone joining the scheme before then will be able to receive the vouchers for as long as necessary beyond this date.
• Visit www.childcarevouchers.co.uk/parents to sign up to receive free updates straight to your inbox to stay on top of the latest developments.
• For further information on the Trust’s childcare voucher scheme or the new Tax Free Childcare scheme contact the Staff Benefits team.
John raises a massive £10k for stroke rehab

After suffering from a severe stroke in 2014, John Skelton spent six months under the care of the stroke team including occupational therapists and physiotherapists at York Hospital where he received specialist rehabilitation for his upper limbs.

Despite John still struggling to fully use his left arm, the treatment was hugely successful. He was so impressed with the care he received he wanted to say thank you for all the support. John realised that the rehab team could benefit from updated teaching aids and decided to embark on a cycling challenge around the City of York with friends that would see him raise £10,000 for the Stroke Rehabilitation Team.

As a result of John’s hard work and generosity, the therapy team has been able to purchase new training aids for patients. This allows them to implement a whole range of innovative procedures for upper limbs.

Advanced Clinical Specialist Occupational Therapist, Ruth Ferguson who has led on the project, said: “The money raised means we now have access to much needed equipment, which gives us new ways of delivering evidence-based rehabilitation and therefore better care.”

Join in our events

There is still time to get your running shoes on and take a place in the Scarborough 10k, Yorkshire Marathon or York 10k.

- York 10k – Sunday 6 August – five places left. Entry is just £20 and we ask that you raise a minimum of £100 for York Teaching Hospital Charity.
- Yorkshire Marathon – Sunday 8 October – five places remaining. Free entry and minimum sponsorship of £500 - this would make an amazing challenge for anyone who’s thinking about it!
- Scarborough 10k – Sunday 22 October. Fancy a 10k with a view? Places go on sale on Thursday 1 June at from www.yorkshirecoast10k.co.uk and have just 2000 places up for grabs.

If you have your own place already in any running event and would like to raise sponsorship for any area within our hospitals or the Dementia Appeal we would love to hear from you. Call 7724521 or 7716210 or email charity.fundraising@york.nhs.uk