The Friends and Family Test (FFT) was launched in 2013 to help NHS service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed.

The test has proved a valuable method of feedback for the Trust and has given wards and services the opportunity to improve the patient experience. Linda Smith, Patient Experience Project Manager, works with the service improvement team and directorates to help them increase their feedback response rates and to look at the key themes in their results to consider what actions may improve the patient experience.

Linda said: “We already know that patients appreciate and value the service provided by the Trust as our results have improved since last year and we compare well with other hospitals. Results for all hospitals are made public every month on the NHS Choices website."

Continued on page 2

Have you got a story?
If you have a story for a future edition of Staff Matters, we would love to hear from you! Contact:

Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk
Or email staffmatters@york.nhs.uk
Friends and Family feedback

Continued from page 1

“The test gives wards and services the opportunity to find out how patients feel about their experience and allows us to celebrate the positive feedback as well as addressing less positive feedback. It provides an insight into what’s happening on each ward as often it’s the little things that make a difference to patients.”

The Friends and Family Test uses an A5 card which should be given to patients as early as possible during their hospital stay. Patients complete the card at the point of discharge and post it in the Your Experiences Matter boxes on the wards. The Emergency Department and Acute Medical Unit use text messaging in addition to cards. Patients who give a mobile phone number receive a text message within 48 hours of their discharge.

Linda continued: “We would urge wards to ask patients to fill out their cards. The feedback we receive really matters and genuinely helps us recognise good practice or make changes that improve patients’ experiences.”

One of the recent initiatives to come out of the feedback is ‘Time to Talk’ where anyone with concerns can speak to the nurse in charge between 6pm and 7pm each evening. Posters are now on display on wards to encourage people to talk to staff. A new Patient Experience Volunteer role is also being developed where trained volunteers will spend time on the wards, giving patients the opportunity to talk to them about their experience on the ward.

The FFT has also shown that some patients are struggling to sleep because of noise on wards. After collaboration with nursing teams a ‘Night Owl’ pledge to help patients get the best possible nights sleep has been launched. This is being rolled out on wards across the Trust and will be featured in next month’s Staff Matters.

I need some help with FFT in my area – where do I go?
Contact Sam Hunter, Patient Experience Team Administrator, in the first instance. If you need a new FFT post-box, new signage, more information regarding your FFT reports or are struggling with response rates, Sam is there to support you. Contact Sam Hunter on 772 1189 or email friendsandfamily@york.nhs.uk

How can I find out about results for my ward/service/department?
Reports are saved monthly on the Q drive in the folder Friends and Family Test Reports, this is available to all staff. Teams are encouraged to share and discuss the feedback and monitor trends over time.

How are the completed cards collected?
The Patient Experience Team empty the boxes on wards and outpatient areas twice per month. If your box gets full, please let Sam know and someone will come to collect them.

What do we do if we run out of cards?
Our supplier is a company called Patient Perspective. Please email your completed order form with the ID number of your cards to HYPERLINK “mailto:yorkfft@patientperspective.org” yorkfft@patientperspective.org when you are running low. The cards take a week to arrive.

What if people want to give other forms of feedback?
Patients can, of course, still use the other methods of giving feedback. They can contact PALS or they can give complaints/compliments through the Patient Experience Team. However they should still be encouraged to give their views via the Friends and Family Test.

An invitation from the Chair…

I AM very pleased to invite you to attend the Annual General Meeting (AGM) of York Teaching Hospital NHS Foundation Trust, taking place at 4pm at York Hospital on Wednesday 7th September and again at 10am on Thursday 8th September at Scarborough Hospital.

The Annual General Meeting of our Trust is the centre piece of our year. It is the time when we account to the public, the taxpayer, for our activities in the previous year including our progress and achievements. It is also our opportunity to share insights into our plans and aspirations in the years ahead. Most importantly of all, it is an opportunity to show the public how we have put our heartfelt values into action over the year gone by.

If you are interested in the performance of our Trust, how we put our values into action, and our plans in the year ahead, do come along! You can invite your family too. They will be welcome.

It is increasingly important that our Trust engages with our stakeholders across the region. In turn it is important to us that our stakeholders have an opportunity to engage with developments in the NHS locally, so this year we have invited members of our local communities to attend too. For local businesses - keeping abreast of health care issues in our area is important for their business and their staff, for third sector organisations - the provision of services in our Trust will impact on those they seek to serve, for colleagues working in public service - developing relationships has never been more important.

On the subject of welcomes, we warmly welcome our new cohort of Junior Doctors to our Trust, along with the many others who have started a new role in our organisation this summer. New starters will have seen how we put our values into action too, by ‘always doing what we can to be helpful’. As we all know, while helpfulness is often about our patients, it’s also about our colleagues too. Welcoming new starters to our Trust gives us all an opportunity to be helpful!

I hope to meet you at the AGM.

Sue Symington
Chair
A workforce review of Laboratory Medicine at Scarborough Hospital has resulted in a streamlining of the service which has developed roles for staff and enabled two existing staff members to take on the management of the team.

The haematology and biochemistry departments’ support staff have successfully amalgamated to create a Blood Sciences specimen reception. Nearly 2000 samples are processed daily and the new ways of working, including increasing medical laboratory assistant support in the evening, has improved the overall service for the patient.

Emily Harrison, Workforce Development Facilitator at Scarborough Hospital explained: “We reviewed the workforce using the Calderdale framework which helps improve the way people work by looking at the skills mix, role and service design to ensure safe and effective patient-centred care.

“Through this review we have developed the new roles of Medical Laboratory Assistant Manager and Deputy Medical Laboratory Assistant Manager. We now have a comprehensive training programme for Medical Laboratory Assistants which is relieving some of the pressure on the Biomedical Scientists.

“This means that we can progress our plan to create a Blood Sciences Department at Scarborough with a fully integrated team of biomedical scientists providing a biochemistry, haematology and transfusion service, 24 hours a day seven days a week.”

Joanna Andrew, Head Biomedical Scientist, said: “The new Medical Laboratory Assistant Manager Sue and her deputy Hannah have embraced the challenge and continue to work hard to ensure that staff are trained in the new skills. This has resulted in a highly motivated team of staff who are enjoying their new roles.”

Complementary Expo tickets available

Colleagues from the Trust are eligible for complimentary tickets to Health and Care Innovation Expo 2016, the most significant healthcare event of the year. Expo 2016 will unite change-agents from across health and care with some of the most innovative people from industry. The two-day event has become the single gathering for people who want to help transform health and care, and last year thousands of attendees surveyed said they made a change at work as a direct result of attending.

Focusing on the NHS Five Year Forward View in action, Expo 2016 takes place at Manchester Central on 7 and 8 September. The full agenda for Expo 2016 is out now, attendees at this year’s Expo will have access to an exclusive interactive mobile app that will help plan your visit.

Anyone wishing to attend can access complimentary tickets by using the code EXPNHSP when registering.

Find out more by visiting www.england.nhs.uk/expo/ or register directly at england.expo@nhs.net
A survey has been launched to develop ideas to improve travel and transport services and to make it more sustainable.

The feedback will go into a new Trust-wide travel plan that will bring together a range of work streams and projects including sustainability, car parking, estates, car sharing, pool car use, communications, and lowering emissions.

Dan Braidley, Travel Planning Co-ordinator, explained: “As part of this exercise the Trust needs to gather information on how staff commute to work and how they travel in order to establish if improvements can be made to increase sustainable travel and achieve better journey experiences for staff.

“This survey is for everyone who works at the Trust, and includes everyone from people who use transport whilst at work to those who don’t need to use any form of transport other than walking. We’d love to hear from as many people as possible – the more data the Trust receives the more effective the travel plan will be.”

The survey can be found on Staff Room/Working Environment/Transport and Travel Services or click on the link www.surveymonkey.co.uk/yorknhstruststaffsurvey

If you would like a paper version or require help in filling in the survey please contact dan.braidley@york.nhs.uk

All responses will go into a draw to win prizes including a free weekend demo trial of a Nissan Leaf, a free weekend demo trial of an electric or hybrid vehicle from Mercedes-Benz, and cycle equipment. The survey is anonymous and the data will only be used for the travel plan.

The deadline for responses is Friday 9 September.

“We’d love to hear from as many people as possible – the more data the Trust receives the more effective the travel plan will be”

Using your own car for work business?

THE TRANSPORT department have issued a reminder to staff to use pool or hire cars for travel between sites whenever possible.

Another option for travel between Bridlington and Scarborough sites is the new shuttle bus service.

If these options are unavailable, people should only travel in their own car if they have checked that they have the appropriate insurance cover for business use and breakdown assistance.

If this cover is not in place then there will be an issue in claiming back expenses.

This is not a Trust or NHS rule, it applies in any company or industry throughout the UK.

Car Share Scheme comes to Malton

THE ENTERPRISE Car Share Scheme is now available at Malton Hospital for staff to use for business travel purposes.

The scheme is a trial for a three month period so Malton staff are encouraged to use of the scheme as much as possible.

The vehicle is a white Ford Fiesta and is branded with the Trust and Enterprise logos. The vehicle is located in the rear car park at Malton Hospital, close to the ‘Springwood’ building.

Access to booking of the vehicle is available on the Enterprise website. The link can be found on Staff Room/Working Environment/Pool Cars.

Every registered user will incur a charge to the Trust so people are requested to consider sensibly before signing up to this service. If your planned journey is a 50 mile round trip or over, the Trust would instead encourage you to instead use the hire car scheme through Enterprise as an alternative, due to greater cost efficiencies.
New head of research and development

WELCOME to Lydia Harris, the new head of Research and Development (R&D) who joined the Trust in June moving from her previous role at Sheffield Teaching Hospital.

Lydia has worked in clinical research now for 15 years under a variety of posts and comes with a wealth of experience and knowledge on how to deliver research within a busy NHS Trust.

Lydia said: “I’m looking forward to meeting with the clinical teams that help to deliver our research portfolio and manage the clinical trials we currently have running. They are extremely important to our success as our research income is heavily dependent on the number of patients we enter into clinical trials. This year our Trust has been set an ambitious target of 3539 patients!

“In the long term, the aim is to grow the capacity, capability and profile of research within the Trust to increase research portfolio, so giving our patients the opportunity to take part.”

If you have any questions about research within the Trust or are interested in finding out more please contact Lydia Lydia.harris@york.nhs.uk or call 7726606.

HYMS annual tutor training event

THIS evening session is aimed at all tutors involved with medical students or those who would like to become involved. It is designed to support tutors in developing feedback skills.

Ellie Johnston, Student Liaison Manager, said: “This has proved to be a popular event in previous years and the format remains much the same. The team will share top tips on giving difficult and challenging feedback, what students want from feedback and how to support them.

“It will provide tutors and potential tutors with the time and facility to meet with colleagues from both primary and secondary care to discuss issues of common experience, concern and good practice. The evening will be interactive and will allow people to share their experiences.”

The event takes place on Thursday 20 October 2016 at 6pm at The Ham and Cheese, Scagglethorpe near Malton. A buffet and drinks will be provided.

To book a place download the booking form from Staff Room/ Learning and development/ HYMS and return to Karen.pullan@york.nhs.uk as soon as possible as places are limited.

Nursing/ midwifery revalidation

THE FIRST Revalidation Quarterly Data Report has been published.

Information in this report provides a positive picture of the first quarter of revalidation.

Data shows that over 35,000 (91 per cent) nurses and midwives due to renew their registration have now completed the revalidation process and renewal rates are in line with those seen in previous years.

Find the report here: https://www.nmc.org.uk/about-us/reports-and-accounts/revalidation-reports/

Leanne presented with Star Award

CONGRATULATIONS to Leanne Covey, Bereavement Services Officer, for becoming the Star Award winner in June. Leanne was nominated by the hospital chaplaincy for the extra work she took on after a colleague left at a particularly busy time for the service.

During this time Leanne arrived one Monday morning to discover that over the twenty deaths had occurred at the weekend - a huge number for one person to cope with. In addition there was an emergency marriage on the Bereavement Suite and the annual Mother’s Day Service for those who have lost babies to be organised. Leanne also covered sick leave at Scarborough’s Bereavement Service. Throughout this busy time there was a continual need to arrange funerals, some of which were for babies which are often complicated or sensitive (for example, one mum had lost a second baby).

Leanne was commended for the way she strived to uphold the best standards and care of those in need and with an almost overwhelming workload Leanne balanced the many different relationships she has responsibility for.
Reviewing our skills-mix and brand can improve our prospects. There? Work on our employer the outcome that we’re wanting. Often than not, both fail to deliver attract new applications. More of good fortune will combine to tweak here and there and a stroke persevere, hoping that an advert reach a wider audience. Others it. For many, the temptation is to increase the chances of filling different things that we can do thoughts quickly turn to the recruiting to a vacancy, our “When we have difficulty from our Recruitment Manager Will Thornton.

“When we have difficulty recruiting to a vacancy, our thoughts quickly turn to the different things that we can do to increase the chances of filling it. For many, the temptation is to spend money on advertising to reach a wider audience. Others persevere, hoping that an advert tweak here and there and a stroke of good fortune will combine to attract new applications. More often than not, both fail to deliver the outcome that we’re wanting. “So where do we go from there? Work on our employer brand can improve our prospects. Reviewing our skills-mix and putting in place strategies to ‘grow our own’ can be better still. But for non-registered positions – and even some which are registered – there’s usually something much simpler and less labour-intensive that can help us cast our nets that much wider: and that is making positions more accessible to people outside of the NHS.

“Very often, we fail to appreciate how much of a barrier we create with our use of NHS terminology in job adverts and job descriptions – even in job titles. We become conditioned to the language of Agenda for Change and struggle to articulate a job’s purpose and responsibilities in plain terms. It’s therefore well worth speaking to someone outside of the NHS about your vacancy before you advertise so that you develop a basic description that can be more widely understood. This easy step can go a long way towards improving the quality of your candidate pool.

“The other way in which we can encourage applications from more people outside of the NHS is unlikely to win any international science prizes but is nevertheless something that we could do more often: drop NHS experience requirements from job specifications. One of the things that I was struck by at our Marketplace Event in April was how many people reported having applications rejected because of a lack of NHS experience. They weren’t applying for positions with particularly complex requirements, yet their paths were blocked because they had not already worked in an NHS organisation. Understandably, these people felt disheartened by their catch-22 situation.

“If we deter people from applying for jobs with us, it’s clearly our loss. After all, where will the diversity of ideas come from if we all have NHS baggage? “It doesn’t need us to think very differently to help that problem. Whether it’s by describing jobs in different terms; moving away from NHS-specific requirements or changing job titles, however we do it if we can open the door to more people, we can make more diverse appointments which can only be good for our patients.”

Selby cardiac volunteer Ken bows out after six years

THE CARDIO rehab team at Selby Hospital waved goodbye to one of their longest serving volunteers, Ken Pitchford, whose help over the past six years has been invaluable. Ken has spent most of his time volunteering at Selby Hospital but has also helped out at York Hospital. He is praised for his extremely cheerful support to clients and staff, ever ready to offer his services diligently behind the scenes and share conversation and encouragement.

Ken will be sadly missed by the team and service who all wish him well for the future.

From left: Nicky Cockerill, physio; Ken Pitchford, volunteer; Roy Soper, cardiac rehab patient; and Lynn Wild, community cardiac rehabilitation specialist nurse

Recruitment – a different tack doesn’t have to be radical

More thoughts on recruiting from our Recruitment Manager Will Thornton.

“...”

New approach to elderly admissions

SCARBOROUGH Hospital is piloting a new way of assessing elderly patients on arrival at the Emergency Department (ED) which aims to make decisions around whether to admit or discharge patients more quickly.

Elderly patients are seen by an Advanced Clinical Practitioner (ACP) when they arrive in ED and assessed on their level of frailty rather than age as to which care pathway is required. Currently, as part of the pilot, an Elderly Care consultant is based in the department so that decisions can be made quickly on a patient’s care.

Ed Smith, Emergency Department Consultant, said: “The presence of consultants in Elderly Care within ED is allowing senior decisions to be made early about patient admission or discharge, and will also facilitate direct admission of some patients to the Care of the Elderly wards.

“In practice this means that over time patients who fulfil appropriate criteria will be referred directly to the correct specialty, without duplication of clerking and effort. The overall objective for all this work is to improve safety and quality of care, and to ensure patients get to the practitioner that can make definitive decisions about their care as soon as is possible.

“This requires early decision making at the front door and we now have five qualified ACPs working to assess acute patients and provide this function.”

Anyone wishing to know more or be involved in the project should contact Ed Smith, ED Consultant, or Mark Hindmarsh, Assistant Director of Strategy.
City sustainability pledge

Staff from the Estates and Facilities team at York Hospital joined representatives from City of York Council to pledge their support on behalf of the Trust towards creating a more sustainable and resilient One Planet York.

One Planet York starts from one central idea, typically in the UK we are using the resources of three planets when we have just one which is not sustainable. To help address this, local businesses and organisations have been asked to back the new One Planet York initiative. Jane Money, Head of Sustainability, said: “One Planet York focuses on ten key principles, including zero waste, zero carbon, sustainable transport, health and wellbeing, land use and wildlife and sustainable food and water. “Sustainability is an important priority for the Trust and we are delighted to show our support for One Planet York.”

Providing the accessible information standard

Five steps to compliance

• Ask people if they have any information or communication needs, and find out how to meet their needs.
• Record those needs clearly and in a set way.
• Highlight or ‘flag’ the person’s file or notes so it is clear that they have information or communication needs and how those needs should be met.
• Share information about people’s information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
• Take steps to ensure that people receive information which they can access and understand, and receive communication support.

What progress has the Trust made so far to enable us to meet the standard?

• CPD is currently being modified to enable the capture and flagging of relevant information and we will inform you when this work is complete.
• Discussions are on-going with CCGs to ensure that recordable information is appropriately captured and transmitted across health and social care providers.
• Trust-wide communications will support the implementation by raising awareness of the standard along with a York Teaching Hospital procedural document, which is currently being developed.
• A training package from NHS England is now available via the learning hub, and is accessible via the Equality and Diversity category. This package is intended to raise general awareness and outline our responsibilities under this standard. Staff will be asked to sign a declaration to say they have completed this.

NEW requirements were introduced last year to ensure clearer health and care information for disabled people and their carers.

The Accessible Information Standard aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with services. Examples of the types of support that might be required include large print, braille or using a British Sign Language (BSL) interpreter.

Sarah Vignaux, Employee Relations and Engagement Manager, explained: “All organisations that provide NHS care or adult social care are required to follow the new standard.

“Full compliance with the standard was expected from the end of July 2016. We are required to complete five distinct stages or steps leading to the achievement of five clear outcomes.

“Whilst work is on-going corporately to support the implementation of the Standard, individual managers will need to understand how they can embed the standard within their services.”

For further information on the standard go to Staff Room/ Corporate Information/Compliance or visit www.england.nhs.uk/ ourwork/patients/accessibleinfo/
STAFF WELLBEING

Results reveal catering is driving a healthy workforce

Our busy catering team have been working on all fronts to ensure that the Trust leads the way in offering healthy food to its staff and patients.

Behind the scenes the team are working with NHS England and Public Health England and other agencies to ensure patients and staff are always offered healthy options in restaurants, cafes and vending machines on site, and actively promoting healthier options through targeted promotions. They are also challenging and supporting catering contractors and other providers to raise the standards of food and nutrition.

As the Trust is also one of the sites chosen as an ‘exemplar’ organisation to lead in the Healthy Workforce initiative, the team has had their work cut out meeting all the new standards on so many levels.

The good news is its already working!

For the past three months York Hospital has been part of a trial to improve food choices in the staff restaurant. The trial was aimed at changing people’s behaviour by displaying food with its calorie count and how much exercise would be needed to burn off those calories. It was hoped that with this information people may be more inclined towards a healthier option.

Pierre Gomez, Retail Manager for Ellerby’s restaurant, said: “Disappointingly for the NHS project the trial did not show a change in people’s behaviour with the labelling. However this is really good news for the Trust because the lack of behavioural change is put down to the fact that our customers have already changed the way they think about their choices.

“A lot of work had already taken place jointly with our own dietitians prior to the trial to improve choice, for example, fruit displays, water availability, lower calorie drinks, and positioning of healthier items on display. By doing this we had already starting the ‘swapping behaviour’ which was hoped would be seen from the trial before it had started.

“The results are really good news for our customers as it shows they are making the choices for themselves without any effort.

“Interestingly the trial also showed that the average calorie count for people using the restaurant has gone down over the last 12 months. We are delighted with progress so far and have plans to continue to offer as many healthier choices as possible.”

Mindfulness sessions

ONE hour taster sessions, ‘The Mindful Way to Reducing Stress’, have been organised as a part of our Healthy Workforce commitment to staff health and well-being.

The first session will be held at Scarborough Hospital on Monday 5 September between 9 - 10am in S29 Training Room at the Postgraduate Centre.

Elaine Middleton, Lead for Psychological Wellbeing, said: “Interest in mindfulness continues to grow and this taster session has been organised as an opportunity for all staff, whatever their role, to find out more.

“No previous experience is required as the session is designed to provide an introduction to mindfulness meditation. If anyone wants to take the full course we have negotiated a discount on behalf of the Trust.”

Places are limited so to express an interest or book your place on a fully funded taster session please email PsychologicalWellbeingTeam@york.nhs.uk.

Dates for York begin on 9 December 2016, 10:00 to 11:00am at the Post Grad Lecture Hall York Hospital. See Staff Room for more information.

Claim a specially negotiated NHS 20 percent discount on an eight-week mindfulness courses offered by the Northern Centre for Mindfulness and Compassion.

To book a discounted place simply select ‘Organisational Discount Rate’. To find out more please visit www.yorkmbsr.eventbrite.co.uk.

Netball/football tournament

ARE you interested in playing in a netball and football tournament? Want to improve your fitness and have fun at the same time?

We are planning to have an outdoor staff tournament on Saturday 24 September 2016 between 2pm and 6pm.

Players of all standards are welcome – we hope people will use this opportunity to take up one of these sports.

The tournament celebrates our Healthy Workforce initiative and is free to enter. A great family day is planned for all with 50 free health club passes up for grabs for spectators.

Both the netball and football tournaments will be seven-a-side (a squad of eight players is suggested) and are open to all staff – mixed women and men teams are encouraged.

You can enter departmental teams or individuals can state their interest and we’ll form teams from there. We welcome teams from right across the Trust however entry will be on a first come first served basis.

If this sounds good to you, please email your name, department and your extension number to leah.moorhouse@york.nhs.uk and john.walker@york.nhs.uk.

Please say whether you wish to play netball or football. The tournaments will take place at Playfootball which is next door the Roko Health Club at Clifton Moor (which is on the York ring road).
STAFF WELLBEING

Calendar comp is back

The theme of this year's calendar is animals.

We challenge you, our amazingly talented staff, to enter your best animal photography. From pets, farm animals and birds to sea life and exotic creatures you've captured on your holidays.

The only thing we ask is that your photo does not contain people and is of landscape orientation (not portrait).

All entries will be voted on at the Celebration of Achievement awards in October 2016. The 12 most popular images will be printed in the 2017 Staff Benefits calendar and a selection of runners-up will be exhibited on York Hospital's main corridor in early 2017.

All entries will be saved in an image bank to be used by the Arts in York Hospital and Staff Benefits Teams.

How to Enter
All entries should be submitted:
- Digitally as a jpeg image, with your name as the file name (via email or posted disk/memory stick)
- Sized to landscape A4 at 300dpi. (If your photo is not of high enough quality it will not be accepted)
- With an accompanying application form which can be downloaded from the Art's Team page on the Trust website. Please fill in the form and save it as your name.

Only one entry per person will be accepted so choose carefully!
New artwork installed in radiology

A UNIQUE new art installation involving portraits of staff has been causing a stir at York Hospital’s radiology department recently.

The collection, entitled ‘Full Circle’, consists of 19 light boxes spread throughout the department’s corridors and waiting areas. Each light box has a beautifully lit photograph of a member of the team outside of their hospital role.

Interestingly the artist, Chairman Kato, worked as a doctor for several years before making the transition to full time artist, helping him to understand the importance of enhancing the environment for patients, visitors and staff as well as enabling the staff to play a huge part in its selection and creation.

Chairman Kato said: “I suggested I take portraits of people from the department - the staff who provide such a great, efficient service for the 200,000 people who pass through their doors every year. I thought it would be fitting to print them as transparencies and mount them on light boxes in reference to the fact that radiology deals in imagery.

“It took me some time to win people over but once I did, it was extremely rewarding. I was taken all over York by a wide range of staff members. I got to know what made them tick, what they were about, who they were.”

The project was funded as part of a Capital Planning scheme, with match funding from Arts Council England.

Home-grown talent provides artwork for Ellerby’s

In June the Trust’s Catering Manager, Pierre Gomez approached the Arts team with an idea. One of his staff members, Amanda Dean, is a keen photographer and he was eager to show off her talent within Ellerby’s Restaurant.

Pierre, Amanda and the Arts Team selected five of Amanda’s photos on a similar theme and design to those already found in the booths in Ellerby’s. These now sit beautifully in the Internet Lounge for staff to enjoy on a daily basis.

Amanda has worked for the Trust in York’s Catering department for the last 16 years.

Amanda said: “I took up photography in February 2015 as I needed a more gentler hobby than my current one of motorcycling. Bitten by the photography bug I invested my money in a good quality camera and lenses then completed a foundation course in photography which taught me to use a camera manually.

“It has given me great confidence in the ability to achieve great results from my own doing, as I have never really been a very confident person and suffered from this throughout my life.

“I have had the privilege of photographing a colleague’s daughter’s wedding, and also had a couple of photographs published in the York Press since starting my hobby. A big thanks to Pierre Gomez and the Arts Team who have given me the opportunity to show my work.”
Healthwatch York recognises health care heroes

STAFF from York Hospital were recognised by Healthwatch York at their Making a Difference Awards this July. The awards recognise excellence in health and social care services and are nominated by members of the public through the Healthwatch York feedback centre.

Four members of the Trust – Specialist Nurse Doreen Foster, Mr Ian Bradford, Dr Mark Quinn, Dr Simon Swale and a whole of ward 11 were awarded at the event.

Kay Gamble, Deputy Lead for Patient Experience, attended the event to see staff members from the Trust receive their awards.

Kay said: “We’re very proud to have so many of our staff recognised by the public. Many thanks to Healthwatch for taking the time to celebrate all the good work that goes on.”

Sian Balsom, Healthwatch York Manager, said: “Many congratulations to all recipients of the Making a Difference Awards. They have all exceeded people’s expectations in different ways and demonstrate what excellent practice looks like to other health and social care providers in York.”

Image sharing system improves diagnosis

A new system that provides a digital workspace for interpreting, storing and sharing images and documents used by doctors and radiologists has been rolled out across the Trust.

The picture archiving and communication system (PACS) has been supplied by Carestream and provides a single workspace where doctors and radiologists can find the clinical tools and applications they need for convenient local and remote reporting.

Consultant Radiologist Dan Petty has worked with Carestream and colleagues in the Trust to implement the system for the past year.

Dan explained: “The PACS system is a medical imaging technology which lets us review any image acquired at any site through one platform and at any location. It has transformed the way we share images and provides increased functionality to clinicians and radiologists within one application.

“We have seen a marked improvement in efficiency with an associated cost saving compared to our previous systems.

“When you consider we do 360,000 radiology examinations a year it was a huge IT challenge to bring all of our systems together into Carestream but all the hard work has been worth it.”

New role helps reduce delays for patients

MEET Tracey Wright who has been appointed to the role of senior hospital flow manager to help reduce delays in the system from admission to discharge.

Tracey describes her role and the tasks ahead: “It’s a very exciting time with lots happening, across the hospital. I have been fortunate to start in the first week of the no delays project, and can see first-hand some of the key issues in reducing delays we face.

“Patients are at the centre of all the actions we take and do to ensure they are not in hospital for unnecessary long periods of time. We analyse all delays and produce different systems of work to alleviate or avoid them. Commensurate with that is partnership working with whole health pathways from admission avoidance to discharge to access.

“The day to day function is to support colleagues to reduce actual delays and clear the blocks, whether it is waiting for beds in another organisation, or waiting for a test. I will also be winter planning, looking at the escalation beds for over the winter period and ensuring that we have enough beds in the system to cope with the demands.

“Another part of my role is working alongside my hospital colleagues in nursing to ensure that patients are safe, get the right care in the right place at the right time.

“The first few weeks have been crucial in developing relationships, understanding the current systems and focusing on what we can do differently to affect a sustainable change.”
**Congratulations to Pathological Fliers!**

Well done to Biomedical Scientists Peter, Aideen, Paul, Daniel, Jennie, Katie, Jordan, Laura and Clemora for successfully taking part in the Harewood House Adrenaline Rush in July and for raising more than £450 for York Teaching Hospital Charity!

The challenge was an assault course where participants had to crawl under barbed wire, vault walls, ride zip-wires and walk tightropes.

If anyone is inspired by the Pathological Fliers and wants to take part in a challenge to raise money YTHC, please email charity.fundraising@york.nhs.uk or call 772 4521 for more information!

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**Fair supports special care babies**

HUNDREDS of local supporters helped raise a phenomenal £3547.08 at a summer fair and family day for Scarborough Hospital’s Special Care Baby Unit (SCBU).

The funds will help purchase a double bed for the parent rooms, new activity tables for siblings to use and to improve other facilities within the parents’ suite.

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**Theatre collection**

THANK YOU to staff members Donna Kevan, Joanne Watson & Kelsey Hodgson for helping out with a bucket collection at the Noel Gallagher concert at the Scarborough Open Air Theatre earlier this month.

A fantastic £374 was raised for the A&E department at Scarborough Hospital to help make improvements to the Children’s waiting area.

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**Friends of York Hospitals offer funding**

THE FRIENDS of York Hospitals (FOYH) are once again inviting departments to submit applications for funding. The FOYH will look at applications on a monthly basis, funding up to £1,000 a month. They would also like to fundraise for one project annually (up to £10,000) so if you have a larger project that might be suitable for them to fundraise for, please contact Lucy Lowthian for more information.

For an application form please email lucy.lowthian@york.nhs.uk or call 7721737.

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**Will writing campaign**

LOCAL solicitors have once again teamed up with the charity to offer staff the opportunity to have their wills written professionally while raising funds.

The Will Writing Campaign takes place during a two week period between 17 and 28 October. Local solicitors have given up their time for free to take part in the campaign so staff can have their will written in exchange for a donation or legacy pledge to the YTHC.

This year, appointments will be available with solicitors in York and Scarborough Hospitals during the campaign to make it as easy as possible for staff to take part.

To order your Will Writing Campaign pack please call 01904 724521 or email charity.fundraising@york.nhs.uk