New staff concerns helpline launched

A new Concerns Helpline has been introduced and is now available on extension 7722999.

Sue Holden, Director of Corporate Development and HR, explained: “All of us at one time or another have concerns about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about a possible danger, professional misconduct or financial malpractice that might affect patients, colleagues, or the Trust itself, it can be difficult to know what to do.

“You may be worried about raising such an issue and may think it best to keep it to yourself, perhaps feeling it is none of your business or that it is only a suspicion. You may feel that raising the matter would be disloyal to colleagues, to managers or to the organisation. You may have already said something but found that you have spoken to the wrong person, raised the issue in the wrong way, or you do not believe that the concern has been addressed and are not sure what to do next.

“Our aim is to reassure you that it is safe and acceptable to speak up, and to enable you to raise any concern you may have at an early stage and in the right way. Rather than wait for proof, we would prefer you to raise the matter when it is still a concern.”

The Trust has been working with staff side representatives to provide new easy to read and easily understood guidance which emphasises the Trust’s commitment to take concerns seriously, the vital role which all staff play in raising and dealing with concerns, and the protection for staff who raise concerns.

The principles of how to raise a concern are not significantly changing. These include:

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

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Staff Matters

Christmas and New Year Edition 2014

Helpline
Continued from page 1

- Speaking to your line manager or a person in position of responsibility
- Raising an AIRS form
- Escalating your concern to designated Directors.

The new Concerns Helpline allows people to leave a message 24 hours a day, and it will be picked up usually within 48 hours. All concerns will then be forwarded to the relevant manager so people are urged to leave as much information as possible in order for the right person to be informed. The helpline gives the option to leave a message anonymously, however this may make it harder to fully investigate the matter and provide direct feedback to the concerned individual.

Call the Concerns Helpline on extension 7722999 internally or 01904 722999 from outside the organisation.

Perfect Week

IN MAY this year a project called Perfect Week was jointly commissioned by the Trust and Scarborough and Ryedale Clinical Commissioning Group.

The aim of Perfect Week was to demonstrate how rapid improvements could be delivered to improve quality, safety, patient experience and performance.

The impact during the week was significant, and the Trust is now looking forward to make the benefits of Perfect Week the norm both in our organisation and across the wider health and social care community.

The next phase of the project will be Operation Fresh Start where there will be various changes within the whole system to benefit to patient flow. It will start with Scarborough and Bridlington Hospitals from 29 December this year. More detailed information about Operation Fresh Start can be found on Staff Room.

New TVs help patients on kidney dialysis

Kidney patients at York Hospital’s renal unit are set to benefit from new TVs at their bedside thanks to the generosity of the family of former patient Steve Chambers from Selby.

Steve, who died recently, was receiving treatment both at home and in the renal unit and was a regular patient at York Hospital. His family felt it was only fitting that the collection from his funeral would go to fund something practical that could be enjoyed by patients who are there for kidney dialysis.

Shirley Chambers, Steve’s wife, said: “We know from Steve’s experience that when patients come for dialysis they can be there up to five hours several times a week. Anything that makes life more pleasurable and passes the time is always really welcome.

“Steve was very keen on fundraising and we had already raised £1000 through Brayton Players, an amateur dramatics group which our family have been members of for years. The money was donated for the self-care renal dialysis room at Selby Hospital, so it seemed only natural for this donation to go to help other renal patients.

“We’re very proud of how brave Steve was throughout all his treatment for his care.”

The self-care unit at Selby is a ‘home from home’ dialysis unit which allows independent patients to have treatment closer to home, rather than travel all the way to York.

Dr Paul Laboi, renal consultant, said: “Staff and patients really do appreciate the generosity of such individual donations. Steve was keen to improve patient experience, a committed fundraiser and his family’s donations will help patients for years to come.”

Staff governors now in place

FOLLOWING the recent governor elections we now have staff governors for all areas in place as members of the Council of Governors.

In York the staff governors are Liz Jackson and Mick Lee and in Scarborough and Bridlington there is Helen Noble and Andrew Bennett. The staff governor for community is Les North.

Your views and suggestions are important and staff will be given every opportunity for open and frank discussion. Any comments will be treated in the strictest confidence, and elevated to the appropriate levels.

Staff can approach the staff governors in person on site or alternatively contact them directly by emailing StaffGovernors@york.nhs.uk.

There may be opportunities to hold drop-in sessions to enable staff to discuss in person any issues. This is the first time we have had a full compliment of staff governors and it is a great opportunity for staff to get involved and have their views heard.
Heartbeat award for physiologist

A prestigious regional award aimed at honouring outstanding work by cardiac physiologists has come to York Hospital for the second time in three years. Cardiac physiologists assess patients using diagnostic equipment and often provide technical reports of the tests they perform.

Philip Durkin, cardiac physiologist, was given the ‘Heartbeat’ award for his work with patients that need to have their heart rate monitored with a special implant. The ‘implantable loop recorder’ measures patients’ heart rates and stores information which is used to decide the best treatment for the patient.

Philip said: “I really enjoyed the challenge and the chance to present my work in front of a panel of physiologists and doctors. I’m delighted to have won the award this year after being a runner-up in the past and I really appreciate the support I’ve been given from my team, especially Jane.”

Jane Allen, Head of Cardiology, said: “Congratulations to Philip on winning the award. We’re very proud to have it come to York Hospital once again, recognising the key role that physiologists play in assessing heart problems with patients.”

Cardiac physiologist Philip Durkin with the award

Safeguarding role for Sue

SUE ROUGHTON, pictured right, is the newly appointed Head of Safeguarding (Children and Adults) for the Trust. Sue has specialised in safeguarding children work for the last 14 years and has a significant background in safeguarding children, and also working with domestic abuse. Working across both provider and commissioning organisations, Sue has been a member of both City of York and North Yorkshire Safeguarding Children Boards for many years and has also undertaken work with York Diocese.

In her new post Sue will promote the early accurate identification and management of adult and child safeguarding.

Sue said: “I’m really looking forward to working with the current teams to develop and implement new strategies, protocols, pathways and action plans to strengthen the management of safeguarding. We will be focussing on creating robust risk management systems to ensure safe, efficient, effective and timely management of the safeguarding agenda.”

Scarbrough Hospital’s new dementia support worker

A SIX-MONTH pilot funded by Scarborough and Ryedale CCG, working in partnership with the Trust, will see a dementia support worker appointed at Scarborough Hospital.

Helen Williams, who works for Alzheimers society, explained: “Dementia Support helps people with dementia maintain their independence, improve their sense of well-being and take control of their own lives.

“Based at the hospital I am available to be on hand for patients, family and staff. I can work with staff to help map out the care and support they need while they are in hospital and at home.”

Emma Day, Assistant Director of Nursing, said: “We are delighted to be able to offer our dementia patients, and staff this invaluable support. We have been working closely with Alzheimers Society to provide in-house support to our patients and staff.

Helen’s role is already proving really successful with regards to collaborative working and the aim is to demonstrate the need to support this post through longer-term funding.

Emma continued: “Helen and I first met at a meeting a couple of years ago and we have been gradually building towards this opportunity, so it is fantastic to see this come to fruition.

“This is an excellent example of partnership working to provide patients with the best possible support.”

Helen works Monday to Thursday and can be contacted via Oak or Anne Wright Ward on 07803 118102.
New faces join Inpatient Diabetes Team

TWO new full time Diabetes Inpatient Specialist Nurses have been appointed to improve the quality of care across the Trust for people with diabetes when they are admitted to hospital.

With the new appointments the Inpatient Diabetes Team will improve the service, focusing on reducing medication errors and reducing the risk of harm and ultimately the length of hospital stay for diabetes patients.

Sarah Kelly, Diabetes Specialist Nurse, said: “We want to improve communication, coordination and education across the Trust and are looking at how we can develop care and narrow gaps in our knowledge. Expanding our team means we have a much better likelihood of identifying diabetes patients early which is crucial to ensuring correct medications are prescribed, and seeing patients receive four times daily monitoring for first 48 hours.”

The main focus for the team in 2015 is to introduce a ‘Think Glucose Campaign’ to Scarborough Hospital. A lot of work has also been put into the development of new pathways for diabetes management and a new insulin prescription chart will be rolled out across the trust in January.

The new additions to the team are Diabetes Specialist Nurse (DSN) Sarah Kelly, who joins Tricia Fairburn and Hayley Elliott at York Hospital, and Charlene Sargeant, the first inpatient DSN for Scarborough.

She joins the experienced community team of Molly Foster, Mandy Brown and Sue North based at Scarborough Hospital.

Sarah added: “Charlene’s arrival will provide improved inpatient support for both diabetes patients and ward staff as well as increasing awareness within the hospital setting by establishing Link nurses.”

Highlighting dangers of pressure ulcers

World Wide Stop Pressure Ulcer Day on 20 November was highlighted this November throughout the Trust with an information campaign by the specialist nurses who help prevent the risk of pressure ulcers.

Dedicated tissue viability specialist nurses work across the organisation to raise the profile of pressure ulcers and advise on what can be done to help prevent this potentially life threatening condition.

Ceri Elliot, Tissue Viability Specialist Nurse at York Hospital, said: “Pressure ulcers are seen as a major problem for patients, affecting millions of people worldwide, deteriorating their health and quality of life, and ultimately can lead to disability and death. They are considered a major threat for patient safety in health care. “Patient safety and excellent pressure ulcer prevention practices are an organisational priority for the Trust and we have great passion to improve care and reduce the incidence of pressure ulcers. We want to increase awareness of pressure ulcers for health care professionals, families, and caregivers of patients at risk of developing pressure ulcers. Prevention is the key and this is pivotal to succeeding in reducing pressure ulcers.”

To make sure that World Wide Stop Pressure Ulcer message reached as many people as possible the specialist nurses did a trolley dash around the Trust’s hospitals visiting wards and encouraging nursing staff to ask questions and pick up information.

ContactPortal is coming

FOLLOWING a successful implementation of the ContactPortal – virtual operator - system at York Hospital, the system is being rolled out across Scarborough and Bridlington Hospitals in the new year.

The Netcall ContactPortal system works with the Trust’s telephone system to act a virtual operator. The benefits to this system mean that routine calls will no longer clog up switchboard, which in turn will allow more time to be spent on complex calls.

Malcolm Gresty, Facilities Project Manager, said: “Following a successful implementation at York in 2012 we are pleased to be rolling out this system to our East Coast Hospitals. “We would welcome feedback during the roll out across Scarborough and Bridlington – this is essential to make the system a success. We will be monitoring and tuning the system to ensure it contains the necessary contacts.

“We would also like to take this opportunity to remind staff that there are a number of ways that they can find out internal contact numbers, rather than ringing ‘0.’ For example by searching for a name on your phone or using the directory on Outlook.”

The system is due to be rolled out for external callers from 29 February. Please send any feedback or queries to: ContactPortalFeedback@york.nhs.uk

What is it?
ContactPortal enables you to say the name of the person or department you want to speak to (the contact must be in the corporate directory) and search for a phone number using your phone. From Monday 12 January if you dial ‘0’ you will no longer go through to the switchboard. You will be prompted to say the name of the person or department you wish to speak to.
Last month the Trust's occupational therapists joined a national campaign to highlight their profession for Occupational Therapy Week. To celebrate this work Staff Matters took a closer look at one patient currently receiving occupational therapy and what that has meant to him.

Chris, who is in his early 50s and from York, was diagnosed with Parkinson's disease in January this year. He was forced to move in with his parents in December 2013 when he started with symptoms of general slowing down in function and suddenly became dependent for all his care.

Chris said: "I was so ill that I had to move back to my parent's home so they could care for me. I found it hard to swallow and speak and couldn’t even lift cutlery to feed myself. I had to be fed and it would take me an hour and a half just to eat a bowl of cereal. During that time I lost three and a half stone and was in a wheelchair, dependent on everyone for help."

Following speech and language therapy and physiotherapy Chris was referred for occupational therapy in July 2014.

Senior Occupational Therapist Beverley Richmond from the Neurosciences Unit at York Hospital explained: "I first assessed Chris in July and his main goal was to be able to return to his home in York and live independently. Together we worked on short term goals and graded activities, such as being able to shower independently and safely and to be safe with stair climbing."

Chris was provided with a shower board to make it easier and safer to get into the bath to use the shower, and a grab rail for safety. He also needed rails at the top of the stairs and by his bed.

A crucial step to Chris returning home was to be able to prepare a hot meal. To accomplish this Chris was accompanied by Beverley to his local shops where he purchased ingredients and prepared his own lunch at home. He continued to practice making simple meals at his parent's home in preparation to moving back to his own home.

Beverley continued: "To be able to return home to independent living Chris began by staying at his home alone for an afternoon, gradually increasing to staying overnight with an initial visit from our team in the morning. Chris is now living back at his home and spending six nights there and one night at his parents but everything is taken one step at a time."

Chris added: "I’m becoming more optimistic with each new step. Self doubt does creep in from time to time, especially on a night when I get tired, but every morning I wake up and it's a new day."

"I couldn't have done any of it without my parents who have been marvellous in the way they have cared for me. The NHS has been absolutely fantastic."

CONGRATULATIONS to Therapies Admin Manager Rita Chilton, October's Star Award winner.

When a patient collapsed in the department and struck their head causing a pool of blood all over the corridor Rita’s quick thinking made a difficult situation a lot better for a little girl who was coming for an appointment. After getting medical attention for the patient Rita intercepted the little girl and her father and guided them away from the department and through a fire exit to their appointment so that the child was unaware and not distressed by the scene. Rita is described as ‘the heartbeat of Therapies, always looking out for everyone else be it her staff, patients and relatives.’
Cancer care garden handover

York cancer care garden celebrates one year with handover to volunteers

After a year of nurturing the new garden at the Cancer Care Centre at York Hospital, garden designer Sue Lindley has handed over to dedicated volunteers.

The specially designed garden was funded by donations to create a beautiful and tranquil space where people can find peace and fresh air. It was designed to a very specific brief to make sure it was suitable for people when they have cancer.

Sue Lindley explained: “There were quite a few challenges to creating the garden, from how we used the space to what kind of plants were suitable when people’s immune systems were compromised.

“For the environment we chose calming colours, using a soft grey colour for the timber and metal, a warm sandstone for the path and charcoal coloured warning strips and pots. Everything had to be configured to be accessible for wheelchairs and visual impairments. The plants are all yellow, blue and white which all add to the unfussy and comforting feel.

“The flowers had to be chosen carefully so as not to attract bees as a sting can be a serious problem for someone with cancer, particularly if they are having chemotherapy. The treatment can also affect people’s sense of smell making them much more sensitive, so we couldn’t have anything too highly scented.”

The garden is now well established and the volunteers, who have helped maintain the garden for the past year, are ready to take over.

Volunteer Christine True said: “People relish coming in for the peace and quiet especially when they have a stressful appointment. They seem to really appreciate the work that has gone into the garden to create colour and movement. We’re delighted to be able to maintain this lovely space for everyone who wants to use it.”

Nurse Bank comes to York

SINCE the integration of Scarborough and York Trusts the organisation has managed temporary nurse staffing in two different ways. Scarborough has an in-house bank, whereas NHS Professionals manage the service for York.

Following a review of the service and having listened to the views of a wide range of staff, an in-house bank service is set to return to York. Notice has been served on the Trust’s NHS Professionals contract which means the Scarborough based Nurse Bank team will manage all temporary nurse staffing requests from 1 April 2015.

Beverley Geary, Chief Nurse said: “This is positive development which will increase patient safety and continuity of care. An in-house bank will enable us to have a consistent approach to care, with shifts being worked by staff that are familiar with the organisation and have been recruited by the Trust in line with our values.”

Amy Messenger, Nurse Bank Manager said: “The team and I are really looking forward to having the opportunity to provide the same level of support and commitment to our colleagues in York as we do in Scarborough.

With our software we will be able to provide additional transparency for those areas using HealthRoster and instant communications to staff on the nurse bank via SMS which will make the process easier for everyone involved.”

The Bank Team will be visiting wards and departments to get to know staff and to support areas in learning more about how the bank works and answer general queries. They will also be running drop in sessions for staff (including NHS Professionals staff) and sending out regular updates. Keep an eye out for future communications.

In the meantime the Nurse Bank Team can be contacted on 771 6251 or at nursebank@york.nhs.uk

Sustainable travel award for Trust team

THE TRUST has won the Sustainable Travel Initiative of the Year award at this Year’s The Press Business Awards.

The winning entry was for the Trust’s new fleet of ten car-share vehicles now available for York Hospital staff to use on business.

Previously York staff have used their own vehicles for travel on work business, which proved costly to the Trust and with no guarantee as to the safety or efficiency of the vehicles being used.

Brain Golding, Director of Facilities, said: “With 8,900 staff and more than 1.5 million people using our sites every year, the Trust faces a challenge managing an annual 4.7 million business miles.

“This year one of the key initiatives for the group was to improve staff travel options and reduce personal travel for business so we are delighted to have won this award.

“By allowing staff access to these hire vehicles it encourages them to use alternative methods of transport such as walking or cycling to travel to work knowing that they will then be able to still travel to the east coast sites, reducing parking numbers for staff and the Trust’s carbon footprint.”
FOCUS ON…

Substance Misuse Liaison Team

Last month’s Alcohol Awareness Week issued a timely reminder ahead of the party season of the harm that can be caused by alcohol misuse. Staff Matters meets the team who work within the Trust to help patients whose lives have been affected due to alcohol and drug misuse.

Louisa Morley and Frank Bowers, Clinical Nurse Specialists, are based at York Hospital and deliver the Substance Misuse Liaison Service. Their specialist knowledge and experience of looking after the physical, emotional and social needs of hospital patients with alcohol or drug problems means that these patients get the support and specialist management required.

Louisa explained: “Many people with drug and alcohol problems find being in hospital very difficult. Some people end up in hospital as a result of their substance misuse but we also help patients who may have delayed having medical treatment for years because they don’t want to acknowledge their addiction.

“Because of our nurse training we can assess and advise on the nursing and medical management of patients drug or alcohol use in the hospital. Patients can be surprised to find that we can give them medication to help them cope in hospital and this often leads to patients working with us to help address their problems. It means we can provide information and onward referral and liaison with community services for future care.”

The team also provide education and training to hospital staff about the use of substances and related issues.

Louisa continued: “Patients attend hospital with a range of conditions, ranging from alcohol related liver disease, pancreatitis, cancer, cardiac problems, and accidental injury. Drug related issues such as vascular problems, local skin and systemic infections, overdose, and problems with drug and alcohol withdrawal are also common. Year on year we have had more referrals as staff on the wards find that we can offer help and advice.”

In 2012/13 there were 582 referrals made to the service, of these 279 referrals were made to community services for ongoing support and treatment after discharge. A recent patient feedback evaluation in 2013 found that the majority of patients felt that the service provided was excellent or very good and that the care they received from the Substance Misuse Liaison Service team made their hospital stay better.

Dry January anyone?

ALCOHOL Concern is once again challenging people to a Dry January, the annual campaign to give up alcohol for the 31 days of January. By taking on the challenge you can lose a few pounds while saving a few quid. To find out more, get involved and sign up go to www.dryjanuary.org.uk to kickstart to the new year.

Did you know?

• Alcohol misuse costs England approximately £21bn per year in healthcare, crime and lost productivity costs
• In England in 2012/13 there were 50,510 hospital admissions for alcohol-related liver disease in England
• Liver disease is the only major cause of mortality and morbidity which is on the increase in England whilst decreasing in other European countries
• In 2012, there were 6,490 alcohol-related deaths
• Illicit drug use in England is falling. An estimated 8.2 percent adults (16-59) had used a drug in the last 12 months compared to 8.9 percent in 2001/12
• As in previous years, cannabis was the most commonly used drug in the last year, with 6.4 percent of adults using it last year

The service provides clinical cover to York Hospital Monday to Friday between 8am until 4pm. Contact Louisa or Frank on ext 7726559 or email: substancemisuse liaisonservice@york.nhs.uk

The Ten Essential Rules for protecting information on your PC

These 10 rules are binding on everyone who uses a computer at work.
1 Always work under your own login
2 Keep passwords safe
3 Don’t leave your session open
4 Save work appropriately to network
5 Keep sensitive information out of sight
6 Transfer information safely
7 Stick to professional ‘need to know’
8 Limit personal use
9 Don’t upload unapproved software
10 Report breaches

For further information and advice check out the staff guide 16 on Staff Room, under Policies and Procedures/Information Governance Staff Guides.
STAFF BENEFITS AND WELLBEING

A regular section provided directly to you by the Staff Benefits and Wellbeing Team where you can read more about the benefits that you are entitled to as an employee and how we support the wellbeing of our staff.

Follow Staff Benefits: Twitter @YHstaffbenefits StaffBenefitsYHFT

Buying and selling annual leave

THE SCHEME for buying and selling annual leave for the next leave year will open for applications on 12 January 2015 and will close on 13 February 2015. This scheme allows employees the flexibility to request to alter their annual leave entitlement, either by buying some additional leave or by selling some of their current entitlement. Extra holiday may appeal for all sorts of reasons – the chance to spend more time with family, special holidays or time to complete a special project.

Alternatively, if you wish to use less than your full leave entitlement, this scheme gives you the opportunity to apply to exchange some of it for extra salary.

The scheme arrangements are totally discretionary. Staff must first obtain support from their line manager and the final decision will be made by the Directorate Manager/Head of Service. Full details, including eligibility criteria and the application form will be circulated via your Directorates Management Team in January 2015, and will also be available on the Staff Benefits page on Staff Room, or from the Staff Benefits Team.

Staff Benefits desk calendar

THE STAFF Benefits team have worked with local artists and sponsors to design and produce a Staff Benefits and Wellbeing desk calendar for 2015.

Teena Wiseman, Staff Benefits Manager, said: “The calendar is a fantastic way for us to inform staff of the initiatives and benefits that we organise throughout the year. Not only do staff get all the information and dates on wellbeing initiatives they can also see twelve fantastic pictures throughout the year.”

Look out for the calendar being delivered to your area.

Total Reward Statement

TOTAL Reward Statements were launched at the end of August and they offer staff a fantastic opportunity to understand the full value of all the benefits they receive as an employee of the Trust. Statements are personalised and include information on salary, pension and savings made through voluntary benefits, such as the car lease scheme.

Statements are available electronically and can be accessed via www.totalewardstatements.nhs.uk. See our TRS Frequently Asked Questions section on the Staff Benefits pages via the pink quick link button on Staff Room or contact the Corporate HR Team on 01904 725833 or via email TRS.queries@york.nhs.uk

Carry on Clare...

CLARE WILKINSON from domestic services made a pledge to improve her health and lifestyle. The health and wellbeing team have been following Clare’s progress since the summer.

In the last five months Clare has built more exercise into her weekly routine by going swimming with a friend and now feels she is ready to add in further exercise to increase flexibility and is looking at the possibility of Pilates classes.

Clare has managed to maintain her weight despite a few glitches whilst on holiday and is now making better meal choices. Clare says she feels much better and will continue to maintain her new routines.

Fit4Fifteen

FROM January to March 2015, Fit4Fifteen is a new platform which encourages staff to increase their physical activity levels through fun short and long term challenges. Available free of charge, Fit4Fifteen will challenge staff to walk, run, cycle, swim or take part in any physical activity.

Details and how to join will be sent out in December and can be found at the New Year New You roadshows on 18 December at York Hospital and Scarborough Hospital.

New year, new you...

LOOK OUT for the New Year, New You roadshows near you - 18 December and 14 January at Ellerby’s York Hospital and 18 December and 21 January in the Staff Shop, Scarborough Hospital.

Find out about what activities you can join - swimming, fitness classes, walking, gym memberships, squash, cycling and the new Fit for Fifteen - the workplace physical activity challenge, then why not come to see us.
Staff and patients at Archways intermediate care unit enjoyed a teatime treat to celebrate their tenth anniversary.

The unit provides ongoing care for anyone over the age of 18 after an accident or operation. Patients come into the unit for assessment, treatment and rehabilitation and are admitted directly from home, the Emergency Department or following hospital stay.

Deputy Ward Manager Sheena Foxwell has worked at the unit since it opened and during that time she has seen many changes, including two changes of organisation.

Recalling the opening ten years ago, Sheena said: “It was really exciting – daunting but exciting. The opening was delayed as the building work was not complete and I was shown around the unit on my first day wearing a hard hat! We faced many challenges during the first year or so, mostly around processes, recruitment, records, pharmacy and transport. We still face challenges such as staff shortages and increasing demands on the service but we are old hands now and experience really helps.

“Ten years ago many older people found themselves going into 24-hour care facilities which was costly and also was not the best option for a lot of people. Intermediate care aimed to provide treatment and, most importantly rehabilitation, to older people in a range of settings rather than keeping people in hospital.

“The unit has always had a strong nursing as well as large therapy presence. While therapy is vital in promoting independence and helping patients to get home, having round the clock nursing care is brilliant as it acknowledges the important role nursing has in rehabilitation – pain management, wound management, medicines management and self administration, and co-ordinating the team.

“My favourite part of the job has always been about patients and our staff. We work in an integrated way in the unit and this works really well for patients. It’s a happy place to work with a lot of laughter with patients at mealtimes and I really hope Archways retains that feeling of care and compassion for everyone who comes through the doors.”

Ward Manager, Jane Farley, added: “It’s a privilege to help care for our patients and to see them get home, which is where they want to be. There are more patients with complex conditions coming into the unit, as well as people into their mid to late 90s. It’s amazing what people can achieve with the right support in the right environment and most people return to their home with the average length of stay being three to four weeks.”

Job well done

MANY thanks to the Occupational Health and Wellbeing Service team for delivering the flu vaccine campaign once again to the whole organisation.

So far in the campaign the team has administered 3,577 vaccines to the Trust, this in addition to delivering a normal weekly Occupational Health Service.

Karen O’Connell, Clinical Manager, said: “It is important to consider the health and wellbeing of patients, colleagues, family and, of course, yourself. You can still get protected in time for Christmas.

To request a vaccination contact Occupational Health on Ext 7725094.
A NEW Specialist Macmillan Counsellor, Abigail Manzira, is helping people at York Hospital cope with the psychological impact of cancer. She helps people who have finished cancer treatment and are struggling to cope.

Abigail said: “The people I see have finished their cancer treatment, which might have included chemotherapy, radiotherapy, surgery, or all three. They might be surrounded by friends and family celebrating the end of treatment and being clear of cancer, but they won’t necessarily feel like celebrating.

I see a lot of people who go through the process of regular appointments at hospital and maintain a ‘fighting spirit’, putting their emotions on hold. It’s when treatment stops that people might struggle coming to terms with what has happened. Cancer is probably the biggest psychological fight they have ever faced.”

The new counsellor role has been funded by Macmillan Cancer Support and provided in partnership with the Trust. Abigail is based within the Cancer Psychology Team in Psychological Medicine Services and sees patients on a one-to-one basis in hospital. Earlier this year, research by Macmillan revealed almost one in four of people living with cancer in North Yorkshire - an estimated 5,700 - are suffering from loneliness as a result of their cancer.

Abigail said: “Patients can feel incredibly isolated after they finish treatment as they’re no longer having regular hospital appointments. Many people can struggle that they’re no longer able to do what they used to do - that could be work, for example. I’m there to provide talking therapy. It’s not about trying to mask what has happened; it’s about giving people the confidence to cope and self-manage and be able to move forward with their lives.”

Retirements total 71 years’ service!

Bridlington nurse says goodbye

A Bridlington nurse who has helped look after local patients for 31 years has retired.

Angie Walker has worked at Bridlington Hospital since it first opened its doors in March 1988 and is a well known face to patients, visitors and colleagues.

She started her nursing career at the former Lloyd Hospital in 1983 as an auxiliary nurse and ended her nursing career as a Staff Nurse on Lloyd Ward – the surgical day ward at Bridlington Hospital.

Angie, who has lived in Bridlington all her life, explained: “I decided to undertake a career in nursing in 1983, after my husband suffered a heart attack. I wanted to be able to give something back and to be able to help care for patients.

“I began my career at the old Lloyd Hospital before moving to Bridlington Hospital when it opened in March 1988. I started as an Auxiliary Nurse on Thornton Ward, before moving to Lloyd Ward as a Healthcare Assistant.”

Angie undertook NVQ Levels 2 and 3 before going on to study to become a Nurse at the University of York. She has been a Staff Nurse on Lloyd Ward for the past nine years.

She continued: “I have loved every aspect of my nursing career. I feel privileged to have been able to care for patients and like to think of every patient as an extension of my family.”

Angie will keep in touch with her hospital colleagues in her role as a member of the League of Friends.

Scarborough midwife retires after 40 years

A SCARBOROUGH midwife has retired after 40 eventful years delivering babies both in this country and abroad.

Doreen McKeown finished her last shift at Scarborough Hospital at the end of November and says working in the profession has been a “privilege”.

She added: “I’ve always enjoyed my career. It’s great to be with people at such a happy time in their lives. I often bump into new mums in town and say hello. You see their children growing up, which is very special.”

Doreen first trained as a general nurse, then competed her midwifery training at the Jessop Hospital in Sheffield. After working in Zambia for 12 years Doreen worked around the north of England before moving to Malton, then Scarborough.

Doreen said she is looking forward to spending more time travelling, walking and birdwatching, but added that she will miss her job and the other midwives. She said: “They’re a really supportive team.”

However, she is looking forward to having Christmas off for the first time in years! Story and picture courtesy of Scarborough News.

Helping people in York cope with cancer
Round-up of activities

Hitting the target with fun

Just 17 months ago York Teaching Hospital Charity launched The Snowdrop Appeal which aimed to raise £120,000 to create a maternity bereavement suite at Scarborough Hospital, last weekend that target was reached in such a fitting way.

The total was hit after Staff Nurse Kim Hartnett organised a Fun Day in memory of her daughter Grace who would have been eight years old on 30 October. The event raised over £1,200 and took the total for the appeal over £120,000.

Community Fundraiser Maya Richardson, said “I can’t believe we’ve reached it already, it is just the best Christmas present. Working on an appeal like this was always going to be emotional and I personally would like to thank all the staff who have supported the appeal and fundraised for this amazing cause.

“Thank you to everyone who has donated, held an event or other fundraising activity - you have all been amazing and you will make such a difference to the lives of those families who sadly suffer a stillbirth or lose their baby shortly after birth.”

Upcoming events...

Friday 19 Dec - Simply Red Tribute, Lettered Board in Pickering at 8pm for the Stroke Unit at Scarborough Hospital.

Sunday 28 Dec - Sunday Soul Music Afternoon at the Westover Club, Scarborough at 12pm.

Tuesday 27 Jan - Lord Mayor’s Curry Evening at the Bengal Brasserie in Poppleton. Tickets £15, to book call 01904 788808.

Thursday 29 Jan - Lord Mayor’s Yorkshire Night with Gary Verity at the Pike Hills Golf Club. Tickets £32 with dinner.

Saturday 14 Feb - Lord Mayor’s Valentine Ball in the York Racecourse. Tickets £65 includes four course dinner plus local band ‘Pure Silk’. For more information and to book tickets for any of these events, please go to http://www.yorkhospitals.nhs.uk/get_involved/fundraising/events/

Student artwork for HIV testing week

A PIECE of artwork depicting a microscopic view of HIV molecules was displayed in the YorSexualHealth Clinic in York to mark national World Aids Day.

It was the work of two sixth form students, Hannah Brown and Holly Beer, who wanted to raise awareness of HIV in young people. They were given six facts about HIV and the two that really stood out to them were used as the basis of their idea. Hannah explained: “The two key facts about HIV that really shocked us were that one in three HIV positive people in Europe are unaware that they have the virus, and that 42 percent of HIV infections in the UK in 2013 were diagnosed in heterosexuals. These facts have been included in the artwork and are written alongside the molecules.

“Because we weren’t around when HIV was so big in the media, our generation don’t know enough about it. We wanted the artwork to show that this information is relevant to everyone, as it could affect them too.”
Christmas is coming…

Panto stars surprise Scarborough children’s ward

A delivery of presents organised by local newspaper The Scarborough Review saw panto stars from the Scarborough Spa theatre surprising children on Scarborough Hospital’s children’s ward.

Play Team Leader, Tracey Cleminson, said: “It was a wonderful surprise for the children. The panto stars in their costumes brought colour and excitement to the ward and a smile to people’s faces, and of course the children were delighted with the presents.”

Making the most of Christmas on ward 17

Deputy Sister Bridget Wilson is looking forward to her usual Christmas routine – working on the Children’s Ward at York Hospital.

Having worked every Christmas Day for ten years since starting work at the hospital, Bridget has only missed once when she had a car accident. Each Christmas is different, some have been busy with a lot of very poorly children, others less so when more children have been allowed home.

Bridget explains: “We try to let as many children home for Christmas as possible even if it’s only for a few hours on Christmas Day. The doctors will make the decision but sometimes children are just too poorly. For those who are here we make the day the best it can be for everybody. Santa comes round with the presents and we all have a traditional family Christmas dinner together with patients and families.”

Christmas decoration workshop

Staff joined the Arts Team in creating handmade Christmas decorations to adorn the Trust. Workshops were held at York, Scarborough and Bridlington Hospitals and everyone was invited to join in.

Bridlington’s Tree of Health

Bridlington Hospital is once again proud to be featured in the Rotary Club of Bridlington’s Festival of Christmas Trees. This year’s tree, entitled the “Tree of Health” is made up of 100 white surgical gloves. The white tree is creating quite a talking point amongst visitors, standing out amongst the other trees.

The Festival of Christmas Trees takes place at St John’s Burlington Methodist Church in Bridlington.