New essential ambulatory services launched by Trust

A new high quality, same-day emergency care service is now available at both York and Scarborough Hospitals.

The ambulatory care service provides an extended service for patients that require acute medical assessment but don’t necessarily need admission to a hospital bed.

It will manage patients with deep vein thrombosis, pulmonary embolism, cellulitis, self-harm or overdose, chest pain, seizures, pneumonia or any other presentation that requires acute medical assessment.

The service was initially piloted at York Hospital in the Emergency Department before moving to ward 24 and has now has a purpose built area on AMU.

The Dales Unit situated adjacent to the Emergency Department near Pathology at Scarborough Hospital will provide the brand new ambulatory care service. The Dales Ambulatory Care Unit is open from 9am until 5pm, Monday to Friday, and can be contacted directly on ext 771 2903 (01723 342903) or 771 6161 (01723 236161). The York service is available seven days a week from 9am to 9pm.

Quilt for World Aids Day

On World Aids Day the North Yorkshire Aids Memorial Quilt was on display in the main entrance at York Hospital with an opportunity for people to write in the book of remembrance and to pick up a red ribbon.

Have you got a story?

If you have a story for a future edition of Staff Matters, we would love to hear from you! Contact the communications team:

- Lucy Brown, Head of Communications: lucy.k.brown@york.nhs.uk
- Rebecca Aspin, Communications Manager: rebecca.aspin@york.nhs.uk
- Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk
- Nicola Taylor, Communications Assistant: nicola.taylor@york.nhs.uk
HIV Testing Week saw widespread testing throughout the region

During HIV Testing Week, many extra opportunities to test for HIV were made available across York and North Yorkshire by the YorSexualHealth team. At every YorSexualHealth clinic during the week, a quick point-of-care test, which gives results within just 30 minutes, was available. YorSexualHealth runs 27 clinics each week across the whole of York and North Yorkshire.

YorSexualHealth’s Community Outreach Team, MESMAC, also provided additional testing opportunities throughout the week in various locations across York and North Yorkshire.

In the New Year YorSexualHealth will launch its own online testing service for HIV and syphilis – making it even easier for people living in York and North Yorkshire to take a HIV test. Dr Ian Fairley, Clinical Director for Sexual Health Services at the Trust, explained: “There are over 100,000 people living with HIV in the UK and around a quarter of them don’t know they’re HIV positive.

“HIV is a treatable condition and no longer a terminal illness. Knowing whether or not you’re HIV positive is essential so that you can access specialist HIV services and HIV treatment.

“Effective HIV therapy not only keeps the individual well but it also prevents them from passing the virus on to others. If someone with HIV is diagnosed early and is able to access treatment then their life expectancy is as good as if they were HIV negative.”

Protect yourself from Norovirus

EXPOSURE to Norovirus is as much of a risk this time of year away from work as it is at work because it is highly prevalent in the community. In hospital however, strict control measures must be deployed to limit spread to patients, protect staff and maintain operational capacity. Norovirus particles are aerosolised into the atmosphere when patients have diarrhoea and vomiting which makes it very difficult to control. Effective management to limit risk and spread requires prompt reporting of cases to the Infection Prevention team, prompt faecal sampling, isolation or cohorting of patients and by closing doors to side rooms, bays and the wards. Disinfection and decontamination of equipment and the environment is vital as well as use of gloves and aprons for direct care, appropriate disposal of linen and waste, and hand hygiene using soap and water.

The practice standard for management of Norovirus outbreaks can be found on the Staff Room link to ensure best practice and staff and patient safety. Please read these standards in conjunction with the Isolation Practice Standard and ‘Can I go to a closed ward’ information to help protect yourself and the spread of Norovirus.

New pop up alert for Trust website

A NEW pop up message facility has been added to the Trust website to provide a way of communicating urgent messages to the public.

It is expected to be used to convey urgent messages in a timely manner to patients and visitors, such as ward closures in a major norovirus outbreak. The message will also play a part in Trust’s emergency planning process to communicate road closures or major incidents.
A successful bid for funding for iPads to help stroke patients with speech and language therapy is set to make a big difference to patients on wards and in the community in Scarborough.

Recently appointed Speech and Language Therapy Assistant Mark Poole applied for the iPads after research has shown that technology can greatly enhance communication for people who have suffered a stroke. Mark explained: “Using an iPad improves a patient’s ability to communicate and make their needs known so we are able to make an accurate assessment of their needs and provide highly individualised and timely therapy much more quickly. We’ve only been using them since August and already we are able to see more patients and provide more targeted therapy specific to the patient’s language and communication difficulty. “It’s already accelerating the rate of recovery and building patients’ confidence and self-esteem when they find they are able to communicate effectively and can see improvements in their speech and language.”

Mark is one of the first people in the Trust to undertake two days training in using the new technology to benefit patients and is hoping to share his knowledge throughout the organisation. He has researched the many software packages and apps on offer that will help him in his work, and to signpost patients to help them make their own progress.

Mark continued: “There has been a gap in the service which technology can fill. For example with an iPad we can use software that helps a patient communicate by spelling out words, using symbols to communicate feelings and moods, and text to speech so they can express themselves. Instead of using paper-based therapy materials we can use apps that are much more up to date and are more relevant to patients.”

Two iPads have been provided, one by the Friends of Scarborough Hospital, and the other by the York Teaching Hospital Charity. Val Birch, Speech Therapist at Scarborough Hospital, said: “We are extremely grateful to both charities for providing the iPads. The difference this new technology makes for staff and patients is fantastic, it’s already made a big impact. The feedback from patients is that they are getting so much more out of their therapy sessions and it gives them the opportunity to continue in their own time if they have an iPad.”
Working in the UK – a nurse’s experience

With our recruitment of nurses extending throughout the UK and Europe, Staff Matters was keen to hear what it feels like from staff members who have taken the plunge to work in another country.

Carmen Walding moved to the UK from Romania 12 years ago. She joined Scarborough Hospital as a staff nurse in 2005, and since 2006 has worked on our Acute Medical Unit. Here, Carmen tells us more about her experience...

“In 2003, I moved to the UK as a qualified staff nurse in Romania, and began work as a care assistant in a nursing home in Scarborough.

“After two years, when I passed my English exam and registered with the Nursing and Midwifery Council, I applied to Scarborough Hospital and was accepted onto an Overseas Nursing Programme run by the local university. During my 10 month programme, I was well-supported by the hospital and completed the course. Since then, I have worked on Acute Medicine wards and have been very happy.

“When I first moved to the UK, I did find it difficult. I missed my family and friends very much, and so I travelled to Romania two or three times a year. Luckily, the people here are very friendly and helpful, so you do make friends quickly, and I found that I made a lot of friends from other countries.

“It is a big decision to move to the UK and my advice to anyone thinking of applying would be come with an open mind and, when you’re working here, never do something you are not sure about - always ask. Being a nurse in the UK is not the same as being a nurse in Romania, the responsibilities here are far greater and the work is more physical (from mopping the floor to serving meals, making beds, assisting patients with personal care). These are some of the jobs a nurse does not really do in Romania.

“If you’re happy to adapt then I’d really recommend Scarborough Hospital as a place to work. They have offered me all the opportunities I wanted such as further developing my skills and qualifications, including putting me through Advanced Life Support training (I am one of the few nurses on my ward to have completed this) and supporting me to undertake a Critical Care Degree at the University of Hull. It’s also a really beautiful part of the UK where I have made a lot of friends, and my family are settled here, which is very important to me.”

Practice Education Team go out to University

THE TRUST’S Practice Education Team met recently with student nurses from the University of York to help them prepare for their first work placement.

The team had a stand at the University of York practice induction day where they were on hand to offer advice and support to the students who all started their studies this October. Janette Whalley, Practice Education Team Coordinator, said: “The students will be attending practice experiences in the Trust between January to April 2016. This will be their first placement since starting on their new career so they were excited but also nervous at the prospect on being on placement.

“The students were enthusiastic, motivated and asked pertinent questions to the team to ensure that they had the right information to prepare for their placements. We are really looking forward to welcoming them to the Trust.”

Janette was joined by Practice Education Facilitator Andrea Broxholme and Kirsteen Wilkinson from the York South and Selby Locality Community Nursing Team. Practice Education Facilitators work with the students in placements to offer support during the winter months. This helps students and mentors to maintain the quality of the learning in placements across the organisation during the busy times.
Students present innovative project

Four medical students who introduced a successful new system to the Trust to reduce complications associated with the use of cannulas were asked to present their project at the prestigious Cambridge QI Conference last month.

The conference, organised by the Faculty of Medical Leadership and Management, is a one day event focusing on quality improvement. It includes interactive workshops, talks on leadership and management opportunities for trainees and medical students, as well as keynotes from seasoned professionals in quality improvement.

Fourth year medical students Chaamanti Sivakumar, Daniel Cave, Kiranjit Kaur and Charlie Uden were chosen among the top three out of almost eighty abstracts, with the three best being selected to present, and a following fifty being chosen to present posters.

Charlie said: “We were the only medical students chosen to present on the day to an audience of junior doctors, consultants and medical managers from across the country all with a specific interest in quality improvement.

“The presentation detailed our work and how we implemented a change and made a difference. We explained how the system is now used across the whole of the Trust and were able to answer to all the challenging questions at the end.

“We felt very privileged to have been chosen to present and gained invaluable experience. Thank you to Dr Richardson for his fantastic guidance and expertise throughout the process, not only during medical school but taking time out of his already busy schedule to provide input on the presentation and help us on the next steps to take to further our research and learning.”

The project was aimed at reducing the rates of complications and infections associated with cannulas. By removing them sooner there would be much less of a risk of patients getting infections such as MRSA.

A system was created that enabled staff to better record whether a cannula was in place and helped ensure they were reviewed daily when the staff were performing observations at the bedside.

The accurate recording of the cannulas has been an important step towards reducing the earlier removal of cannulae once no longer needed. The system now demonstrates recording of cannula removal at 72 hours having improved from 30 percent to 87 percent and an audit demonstrated correct recording of cannulas on four wards up to 100 percent.

The Trust has now maintained 75 percent of cannulas removed within 72 hours. Further work is needed to ensure removal of cannulas that are no longer required at the earliest opportunity.

Steaming ahead with fundraising event

A STAFF member from Scarborough Hospital is once again hosting a Christmas fundraising event which is this year raising funds for St Catherine’s Hospice and the Scarborough Child Bereavement Support Service.

Nigel Watkinson, who is currently working as a Maintenance Supervisor at Bridlington Hospital, is hosting the 13th annual ‘Santa Special’ where children are invited to ride a miniature steam train to see Santa in his magical garden grotto.

Over the years the event has raised hundreds of pounds for local charities.

Manager surgeries – advice and guidance

MANAGERS: do you need specific advice and guidance directly from the Occupational Health and Wellbeing Service? New ‘manager surgeries’ will commence weekly from Monday 4 January 2016 in Scarborough and York.

These one stop shops will combine both Occupational Health and HR expertise. Book your appointment now by ringing 772 6620 or email crystal.welbourn@york.nhs.uk.

Check out dates and venues on the Occupational Health and Wellbeing Staff Room pages.
York consultant’s research questions
GP dementia care

A York Hospital consultant in elderly medicine has recently taken part in a research project to investigate what effect paying GPs to provide good quality care for people with dementia has on emergency care.

Consultant Gerard McGonigal was one of a team looking at whether GP practices that review comparatively more of their dementia patients also have fewer emergency hospital admissions for these patients.

Gerard said: “Dementia is a major and increasing cause of disability in older people, and the condition also impacts on carers and families. Emergency hospital admission can be a defining moment in the life of someone with dementia, heralding an avoidable downward health spiral. Studies show that dementia care is often poor and badly co-ordinated.

“GPs are rewarded for reviewing their patients with dementia. The annual review focuses on support needs, but also covers the patient’s mental and physical health, the impact of caring, and ensuring services are co-ordinated across the system. The review could help prevent emergency admissions, for example by detecting and treating problems at an early stage.

“Higher scoring practices had significantly fewer unplanned admissions for dementia patients. Given the health burden of the disease for both patients and carers, the pressure on hospital beds and the associated healthcare costs, even a small effect may be valuable.”

The research team of Gerard McGonigal, Panagiotis Kasteridis, Anne Mason, Maria Goddard, Rowena Jacobs, and Rita Santos was published by the Centre for Health Economics.
Army recognises support of Trust

The Trust has been recognised as being among the country’s leading employers for supporting the Reserve Forces, after being honoured at a special awards ceremony last month as part of the government’s Employer Recognition Scheme.

Receiving a certificate signed by the Secretary of State for Defence and the Chief of the Defence Staff, the Trust was one of three employers in York to get the Silver Employer Recognition Scheme award. City of York Council and Portakabin were also among only 14 out of 500 candidates from across the Yorkshire region to be successful in winning the award.

Presented by the Deputy Lieutenant of North Yorkshire, Mr Paul Sheppard CBE, and Brigadier Gerald M Strickland DSO MBE, Commander of 4th Infantry Brigade based at Catterick, the Trust was applauded for flexible working practises and positive support for reservists.

The ceremony, which is run by the Reserve Forces’ and Cadets’ Association (RFCA) in Yorkshire and The Humber, was also attended by many dignitaries, including Her Majesty’s representatives the Lord-Lieutenants of East and South Yorkshire, The Honourable Mrs Susan Cunliffe-Lister and Mr Andrew Coombe respectively, along with Deputy Lieutenant of West Yorkshire Mr James Selka.

Sue Holden, Director Workforce and Organisational Development and business Support Administrator, Garth Pickersgill picked up the award at the ceremony which is run by the Reserve Forces’ and Cadets’ Association (RFCA) in Yorkshire and The Humber.

Sue said: “We’re delighted to be recognised. Efforts this year have been focused on supporting the Army Reserves recruiting effort, with the recruiting teams of 212 Field Hospital running regular awareness sessions in The Hub in Ellerby’s restaurant.”

Brigadier Strickland commented: “It is a great pleasure to be recognising private and public sector organisations which give such tremendous levels of support to the Reserve Forces, and especially their understanding of how much of an asset a reservist is to their organisations through the skills that reservists bring.”

The regional Silver level recognises employers who actively demonstrate support and the Trust already holds the Bronze Award by signing up to the Armed Forces Covenant in July 2015 and pledging to support the defence and armed forces community.

Early this year Consultant Anne Phillips from the Trust, who is an Army Medical Services reserve officer, was deployed to Sierra Leone as part of Operation Gritrock the UK’s humanitarian support to the Ebola crisis in Sierra Leone.

New centralised HR recruitment process

A NEW centralised system for recruitment is being launched on 1 January 2016.

The HR Department will now be responsible for all recruitment for vacancies that have been agreed through vacancy control and will process applications up to the invite to interview stage.

The majority of the recruitment process will be undertaken by the HR Department rather than the Directorate.

This will include inviting candidates, notifying unsuccessful candidates, seeking references, Occupational Health clearance, seeking DBS checks and issuing the offer letter. HR will also issue the contract and book a slot on induction.

Will Thornton, Recruitment Manager, said: “Directorates will still take an active role in interviewing their candidates and to ensure we work to tight deadlines we will still require recruiting managers to check original ID and provide copies of these to the HR Department.”

The HR team will be working closely with directorates in this transition stage and people can contact Will Thornton with queries on ext 772 5631.

Governors look at catering

The Governors paid a visit to give their seal of approval to the new catering facilities at York Hospital.
New urology clinic set to open at Malton Hospital

A new urology clinic is set to open at Malton Hospital with work due to start as soon as January 2016.

The new purpose-built clinic will deliver a ‘one-stop’ service where consultations, imaging, cystoscopy, basic urodynamics and tissue biopsy will all be available at a single visit to Malton Hospital. The service is planned so that all patients will be seen within two to four weeks following referral.

Rebecca Lord, Capital Project Manager, said: “The clinic space is being created within the old vacant day theatres suite and involves extensive construction works. It will include a new reception and waiting area and a whole suite of rooms which will provide purpose built areas for examinations, consulting and treatment.

“Alongside the remodelling of the interior space we will also be carrying out remedial works to the roof above the new clinic and to the site drainage system and car park. Work is due to complete in September 2016.”

The clinic will run three days a week accommodating around 160 patients.

Dr Graeme Urwin, Urology Consultant, explained: “The one-stop model is the gold standard approach to urology. The Trust has created a single team by pooling resources from York and Scarborough which gives us the opportunity to provide a one-stop service and improve patient experience.

“The majority of patients will only require one appointment and will leave the clinic with a treatment plan.”

The Capital Projects Team would like to apologise in advance for any disruption caused whilst these works are underway and thank everyone for their patience and support to deliver what will be an exemplar facility, designed to deliver high quality patient care.

For further information please contact Rebecca Lord, Capital Project Manager, ext 1428, bleep 099, email Rebecca.lord@york.nhs.uk

CONGRATULATIONS to Astrida Ndhlovu, Infection Prevention Nurse at York Hospital who has achieved a Master’s Degree in Advanced Practice from Dundee University.

Astrida’s study of ‘Infection: Diseases, Prevention and Control’, resulted in a dissertation based on the evaluation of the use of a probiotic to reduce incidences of Clostridium difficile in hospitalised patients aged 65 years and above who were receiving antibiotics.

Vicki Parkin, Deputy Director of Infection Prevention, said: “Astrida’s study has helped to inform a review and decision by the antimicrobial stewardship team on the use, cost effectiveness and health benefits for patients prescribed probiotics.

“The study has developed Astrida’s and the team’s profile and credibility within and outside of the Trust with regard to infection prevention and patient safety. We are encouraging and supporting Astrida to publish her findings.”

Astrida said: “It was hard work but well worth doing because it has helped me as an individual to expand my knowledge base, as well as adding value to the team. The infection prevention team and everyone associated with them were extremely supportive – microbiologists, pharmacy and gastro-enterologist Dr Simon Smale. Thanks too to my family for being so understanding!”

THE RADIOGRAPHY department at Scarborough Hospital is celebrating the loan of a new mobile CT scanner from electronics company Toshiba which is ensuring that patients get their urgent appointments.

Essential works on the department’s regular equipment meant that services would be interrupted so Toshiba kindly loaned a whole mobile unit which meant that urgent patients and those with trauma injuries can be seen quickly.

Radiographer Darren Ford, said: “Thanks to Toshiba we can continue to offer scans for patients at Scarborough Hospital with no interruption to this vital service. We are grateful to them and to all the staff and departments at the hospital who have helped us set up the scanner so rapidly. Everyone has been so positive and pulled together which is great news for our patients.”

Pictured are some of the CT team at Scarborough Hospital. Darren Ford CT Superintendent Radiographer, Nicola Walker Senior Radiographer, Carole Wittering CISW, Yvonne Jenkinson Senior Radiographer, Yvonne Pearson CISW and Neil Robinson Superintendent Radiographer.
**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. For more information go to the staff benefits website www.york.nhs.uk/staff and enter the password staffbenefits1 or call 772 1170 or 771 5262.

Follow Staff Benefits: Twitter  @YHstaffbenefits  StaffBenefitsYHFT

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**Buying and selling annual leave scheme**

The scheme for buying and selling annual leave for the next leave year will open for applications on 11 January 2016 and will close on 12 February 2016.

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 or Head of Service.

Full details, including eligibility criteria and the application form will be circulated via your Directorates Management Team in January 2016, and will also be available on the Staff Benefits page on Staff Room, or from the Staff Benefits Team.

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**Internet lounge opens at Ellerby’s**

A NEW internet lounge in Ellerby’s restaurant at York Hospital opened its doors this month.

The internet lounge has two tablets which can be used by staff, patients and visitors to the hospital.

Sponsorship was secured from the Trust’s staff lottery, Elvington Floorcraft and Lets Connect.

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**York Hospital library open day is a success**

YORK Hospital Library held an open day this month to encourage people to find out more about the resources available to staff whether they are working, researching, studying or just want to keep up to date.

Staff were welcomed to the postgraduate lecture theatre at York Hospital where the event was sponsored by business partners who also provided prizes and promotional materials for the day.

Jocelyn Matthews, Senior Librarian, said: “There was a lot of interest in the resources demonstrated which has led to us arranging trials of Dynamed Plus and ClinicalKey, sources of current clinical and non-clinical information. We hope this will bring benefit to colleagues. The trials will be for three months starting in January, details will be publicised in the New Year.”

Seven lucky members of staff won prizes ranging from a Kobo e-book reader to Amazon vouchers to iPOD speakers.

The success of this first Library Day means the Library Service will be hosting a similar event next year in Scarborough and hope to see colleagues there.

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**The Mousetrap in York**

THE LEGENDARY, record-breaking, box office smash hit thriller returns! Agatha Christie’s The Mousetrap.

The Mousetrap is famous around the world for being the longest running show of any kind in the history of theatre, with over 25,000 performances and now the 60th anniversary production is back by popular demand following a record breaking sell out tour.

Tickets for Friday 25 February are £22.50 each from the staff shop York. Only 50 tickets are available, so buy early.

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**Calendar on its way**

THE NEW 2016 Staff Benefits calendar with photos provided by our own staff will be with you soon. The team have secured sponsorship from local businesses through advertisements on the calendar, which has helped towards the design and printing. Another fantastic benefit just for staff!
Staff Matters December 2015

Donate donate donate!
Unwanted Christmas Presents! Don’t forget to drop off in the Fundraising Hub at York Hospital or contact the Fundraising Team who will arrange collection.

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

Staff got their SOCKS on!
FIFTY teams and departments put their best foot forward by signing up for Get your SOCKS on! Theatre Staff from York got behind York Teaching Hospital Charity’ Christmas Campaign by wearing their Christmas socks. All funds raised will support projects throughout our hospitals.

New year, new you
MANY of us eat and drink too much over the Christmas period. So as we approach the leap year why not take the leap and plan to be healthier and fitter in 2016.
To keep you motivated why not sign up and begin training for a challenge such as the Great North Run?
The ballot opens in January. If a half marathon, looks a leap too far, how about the York 10k in August?
By joining the York Teaching Hospital Charity running team and raising funds you will be making a difference not only to yourself but all those we care for within the Trust.
All this sound too physical? Why not pledge to give up alcohol or lose weight in January?
To keep motivated get sponsored and raise funds for your department?
Contact the fundraising team for sponsor forms or for help choosing your challenge.

Sally Hayler, Occupational Therapist at York Hospital (York 10k 2015)

PACU theatre nurses and the Selby therapy team get their socks on!
Maternity bereavement suite work set to begin

Building work will commence on the new maternity bereavement suite at Scarborough Hospital on 4 January 2016.

Money raised by the York Teaching Hospital Charity’s Snowdrop Appeal will fund this £134,000 project which will create a dedicated suite where families who sadly suffer a loss in pregnancy can spend time and be together.

Maya Richardson, Fundraising Officer, said: “The Snowdrop Appeal was extremely well supported by the local community and we are delighted that, thanks to their support and fundraising, we are able to create this new facility at Scarborough Hospital.

“The whole community was amazing. So many people got involved with this appeal to support future families who sadly may have to go through losing a child in pregnancy. We would like to say a massive thank you to everyone who has supported this appeal or got involved in fundraising.”

The suite will be located adjacent to the labour ward so that care can remain paramount however, it will have its own entrance so that families do not need to go onto the labour ward which has had to happen in the past. It will have its own bathroom, a lounge area for friends and family along with sleeping facilities for partners.

Rebecca Lord, Capital Project Manager, said: “All our contractors have really embraced this project working tirelessly to design a suite that our patients deserve. Kier and architects IBI have worked closely with previous patients to understand what was needed from this suite and the results have been well received.”

The suite will be completed in April and there will be a presentation evening at the Royal Hotel on Friday 22 April which will include a short film about the project, a full tour of the suite, a buffet and disco. Tickets for the evening go on sale on 25 January and are £16.50 each. To register your interest, please contact York Teaching Hospital Charity on 01723 236210 or email charity.fundraising@york.nhs.uk as tickets are limited.

Single Point of Access streamlined

THE COMMUNITY Nursing Single Point of Access, which has been in operation since April 2014, has been brought in-house to increase efficiency.

The system currently handles over 80,000 calls a year and has been delivered in partnership with Yorkshire Ambulance Service. A dedicated team of call handlers provide an efficient and safe service, including ensuring that urgent referrals are received and acknowledged by a community nurse.

Kerry Blewitt, Service Development Facilitator, explained: “Based on our learning from the past 18 months and feedback from referrers and nursing teams, we have identified opportunities to improve the efficiency of the service by bringing this back in-house.

“In particular, this will allow the call handling team to use the community nursing electronic record which is called Systmone. This will reduce the administrative burden on frontline clinical teams and avoid unnecessary duplication and data entry.

“The call handling team will be able to register new patients onto the electronic record and send referral details to teams electronically. About 75 percent of local GP practices use Systmone, so it will also allow them to make routine referrals directly to their community nursing team through the electronic record.”

Anyone needing to make a referral to community nursing services or the Community Response Teams can contact a single number from 8am – 6pm Monday to Friday.

From 7 December 2015 the new number to call is 01904 72 1200.

Thumbs up for Bridlington food

A RECENT patient food survey conducted on the wards at Bridlington Hospital has revealed an overwhelming thumbs up for the new food being supplied from the catering department at York Hospital.

The new service, which began at the beginning of September, means that food is cooked in the kitchens at York Hospital and transported in a chilled van to be reheated on site at Bridlington. The menus have been devised working with the Trust’s own dietitians.

Dawn Stead, Assistant Catering Manager, said: “We have had over 40 patient surveys back, all very positive about the food, temperature, portion size and service at ward level, with only one complaint which was very constructive.

“Getting such positive feedback is fantastic news and we can see we are being appreciated for our work by patients and staff.”

Bridlington Hospital Chef, Ken Brown, is active on the wards and speaks to patients on a daily about their food choice.

Ken said: “Comments from patients have been very positive and it has reduced waste”
Christmas is coming…

Back to school for Selby Team

SELBY Community Therapy Team attended Barlby High School’s careers evening last month. Occupational Therapists Siân Norman and Ruth Melling along with Physiotherapists Claire Cole and Alison Bradley were on hand at Barlby High School’s careers evening telling everyone why they love their jobs.

Sian said: “Our stall was well received with a number of interested parents and children and we promoted our professions to the wider community. I am grateful to my colleagues for giving up their free time to support this event.”

Poster for Forum

The Lung Cancer Specialist Nurse team from York Hospital presented a poster at the National Lung Cancer Forum for Nurses Conference in Windsor in November. Their poster was also presented at the British Thoracic Society winter meeting in London in December.

The Tissue Viability Specialist Nurses and the Patient Safety Team took part in Stop Pressure Ulcer Day in November. The initiative is part of a worldwide campaign to raise awareness of pressure ulcers amongst healthcare professionals and the public and is in line with the current Patient Safety programme in the NHS.

There were awareness stands at York, Scarborough and Malton Hospitals. The clinical areas at Scarborough also received a visit from a Tissue Viability Nurse, with anatomical models, to refresh categorisation skills (pictured).

Stop Pressure Ulcer Day is designed to remind staff and patients to move and reposition frequently where possible to relieve pressure on areas of a patient’s body - such as heels, and sacrum, and reduce other risk factors that are associated with pressure ulcers. Where possible, patients assessed as high risk should be placed on appropriate pressure relieving equipment, their skin should be kept as clean and dry as possible and nutrition and hydration should be optimised.

Helen Williams, Tissue Viability Nurse, said: “Pressure ulcers negatively affect a patient’s quality of life, cause pain and are associated with increases in medical complications, infection and death. The Trust aim is to reduce pressure ulcers developing in our care through standardisation of documentation and education, continuous audit and incident review.”

Tissue Viability Team tour the wards