Many of you will have read reports in the media that, like the majority of NHS Trusts, we are facing a year end deficit.

Patrick Crowley, Chief Executive, said: “This £11 million deficit is unprecedented for our organisation. It is really important that the Trust achieves its efficiency target, so your continued effort to help us make efficiency savings is urgently required and much appreciated.

“Thank you to all staff who have responded to the appeal for efficiency suggestions. So far there have been 265 suggestions and each and every one of these crucial ideas has been scrutinised. We have some wonderful examples, large and small, of ways in which departments and individuals have already made savings.”

Skin cancer treatment – A suggestion came from a staff member regarding treatment for skin cancer. Patients presenting with skin lesions were divided into two categories - above or below the clavicle – and if a patient has both, they required two outpatient appointments. The suggestion was that both could be dealt with at one appointment. After a discussion with the Medical Director and other colleagues, it was agreed that any patient with lesions above and below the clavicle could be seen and operated on by the plastic surgeon in one procedure, instead of two. This will save two clinical appointments and an operation for each patient.

Consumables – The Child Health Directorate at Scarborough Hospital were asked to look at their ‘Top Ten Spends’ on consumables to consider different options and potentially make savings. The team looked at their spending and asked themselves three simple questions. Is there any stock that we no longer need or use? Could we spend less on consumables? Do we have multiple suppliers for one consumable?

The team found consumables in their stock cupboard that they no longer use but were still being ordered. As a result of their review the Directorate identified £20,436 of recurrent savings at Scarborough Hospital.

Printing – Thank you to the Communications Team for saving a total of £2,676 on printing costs for the Trust membership and staff magazines. After re-assessing quantities and checking quotes and negotiating with printers the team drove down the costs for 2016 compared with 2015.
Efficiency savings

Continued from page 1

- More efficient use of beds and resources – Last year at the height of winter pressures, Scarborough Hospital experienced unprecedented cancellations of elective surgery due to unavailability of beds. Ash ward, the designated day case surgical ward, had to be used for acute surgical and medical patients so there was no capacity for elective patients, and operations were being cancelled on a daily basis.

To provide an alternative, and much more efficient solution, Aspen unit was opened in November 2015 as a six bed pre-theatre admission unit where patients come into hospital to be admitted and wait until they are ready to go to theatres for their operation, similar to Ward 27 in York.

Because of the regular cancellations of operations over winter due to lack of beds, the team decided to trial bringing the post-operative day case surgery patients back to Aspen unit so they could be discharged from there. The unit team worked closely with surgeons and anaesthetists to ensure the type of patients who would return to Aspen post-op would be suitable and be able to go home before the ward closed. This meant that more surgery could continue in Scarborough.

The Aspen unit team realised that they could use beds more effectively by extending the opening hours of the unit and worked with the Matron and Sister to extend opening until 8pm. This has seen beds being used more than once a day for afternoon theatre lists as well as morning lists which has further reduced the number of patients being cancelled.

Materials Management savings

YORK Hospital's Purchasing Department has taken a new approach managing the huge number of items needed for the smooth running of a hospital with the launch of a new Materials Management Service.

The Materials Management Team is responsible for ordering, delivering and unpacking all stock orders and covers 62 areas within York Hospital. The team has recently introduced a ward delivery and unpacking service which is already saving time and money.

Andy Ward, Purchasing Manager, explained: “By monitoring stock much more closely the team can get the orders right the first time and returns have been halved, which has saved around £16,000. They have captured and recorded twice as many missing deliveries which has saved around £23,000 and have been able to standardise and consolidate supplies to gain higher discounts. That translates to around £30,000 extra in rebates alone.”

The Materials Management Service works on several levels to benefit the Trust. Regular reviews take place with ward sisters to ensure the stock list reflects usage, and stock shortages can be managed more effectively. The team also carry out weekly expiry checks which allow stock to be redistributed to other areas of high usage if it is felt it may go out of date. The vast majority of stock is labelled with a price so ward staff are aware of high cost items.

Andy continued: “So far we’ve had fantastic feedback from wards about the service. Staff report wards are tidier and safer places to work and treat patients because the team also ensures the storage areas are clean and tidy and all packaging and cages are removed from the ward area.

“It also gives back valuable time so that already busy clinical staff do not have to order or unpack stock. One ward sister commented that it was the first time this year she had managed to do all her staff appraisals on time because the team has made such a difference.”

Henry’s long service rewarded

THE CARDIAC rehabilitation team at York Hospital has recognised their long serving volunteer Henry Brogan for his selfless commitment and hard work over the past six years.

Nicky Cockerill, Senior Cardiac Rehabilitation Physiotherapist, said: “Each week, whatever the weather and climate in our gym, Henry is consistently jovial, warm and welcoming which generates a very re-assuring atmosphere to our regular clients and also our new customers on the rolling programme.

“He is a passionate ambassador for the role cardiac rehabilitation plays in improving the quality of life and outcomes for our clients. Henry himself has played an important role by listening sympathetically to clients that wish to talk: he helps them understand their journey as he can speak from his own experience. He is unique in all that he brings to our team, and we wanted to acknowledge his hard work within his volunteering role at York, which is greatly appreciated by all members of our cardiac rehabilitation team.”

After helping out with the class twice a week for the past six years, Henry is taking a break from volunteering to spend some time with his wife who has recently retired.

Henry said: “I would recommend volunteering to anyone. The staff here have involved me in everything and treated me like one of the team. I’ve had a great time meeting people every week.”
Telephone clinic for lung cancer patients

The Lung Cancer Specialist Nurse team at York Hospital have carried out a new surgical telephone follow up clinic to improve care for patients who have undergone major thoracic surgery for lung cancer.

The clinic also has the potential to save money for the Trust by identifying problems at an early stage after surgery and preventing unnecessary admissions to hospital.

Alison Spray, Macmillan Lung Cancer Care Coordinator, said: “The team found that many patients felt abandoned after such major surgery as it is six weeks before they get a follow up appointment with surgeons. Most patients are discharged on strong painkillers and sometimes still have a chest drain in.”

The team decided to phone all patients discharged following thoracic surgery after they had left hospital to provide support and identify any post-surgical complications. Patients were called a week after discharge and would get a further follow-up call a week later if needed.

Over a six month period the team contacted 29 patients. Each call lasted up to 20 minutes, equating to a maximum 10 hours of nurse time. Commonly reported symptoms included pain, shortness of breath, fatigue, constipation, weight loss and inability to sleep. In most cases simple advice and reassurance could be given. In three cases, medication was organised and another four cases were referred to the GP or community services.

According to government data a nurse-led surgical telephone clinic call costs just £24 compared with a home visit from a GP which costs the NHS £144, or an average three day admission for IV antibiotics to treat a chest infection can cost approximately £1,673.

The clinic has proved so successful that the team shared their findings nationally on a poster presented at the National Lung Cancer Forum for Nurses Conference in Windsor and British Thoracic Society Conference in Westminster. The information has also been displayed at the British Thoracic Oncology Group in Dublin in January.

Lung Cancer Forum for Nurses Conference in Windsor and British Thoracic Society Conference in Westminster. The information has also been displayed at the British Thoracic Oncology Group in Dublin in January.

Nurse-led services can free up consultant resource, and empower patients with lung cancer to self-manage their condition, leading to additional efficiency savings.

New appointments to senior nursing team

THE NURSING team welcome two new faces to the senior team. Jackie Frazer will be taking up the Macmillan Lead Cancer Nurse post in March 2016 after almost 30 years in cancer nursing and working in the Trust for over 11 years as a Macmillan Clinical Nurse Specialist.

Jackie said: “I look forward to the new challenge and working with all the different specialist cancer services, helping to look to the future and build on the excellent services provided throughout the Trust. “

Ginni Smith has been appointed as Assistant Director of Nursing for Community and Child Health services and took up her post on 1 February.

Ginni has extensive experience in community nursing and child health and has spent the last year working in acute services at Scarborough Hospital.

Ginni said “I am delighted to be joining the Community and Child Health teams at a time of huge challenge and great opportunity and look forward to working with new colleagues and contributing to the future development of nursing.”
Over the past two months the Trust has recruited 30 nurses from the EU. Nurses from Spain, Italy, and Hungary are already in post with 13 more to be appointed over the next couple of months including recruits from the Czech Republic.

Further interviews are taking place in early spring which should see around 60 nurses in total recruited from the EU.

Beverley Geary, Chief Nurse, said: “We’re absolutely delighted with our new recruits. I have met many of them and have been very impressed with how keen they are to get straight to work. They are adapting really quickly to the way we work at the Trust which for some is very different to how they have trained in their own country.”

The recruits are supported by the nursing team from the moment they arrive by being met from the train and taken to temporary accommodation arranged by the Trust, to being given help to arrange a UK bank account. They are given time for orientation on the ward by shadowing staff so they can get to know people before they start to work independently.

Beverley continued: “It’s been a great success so far thanks to a team effort from HR, Estates and Facilities and the nursing team who have put in a lot of work behind the scenes to make sure our new recruits were appropriately welcomed and supported.”

Staff Matters met with some of our new nurses to say hola, ciao and szia and find out more about how they are settling in.

The new recruits spoke of poor job prospects at home for newly qualified nurses, particularly in Spain, and of the few jobs advertised, all ask for experienced staff. The opportunity to work in the profession they had chosen, in a country where nurses are respected, appealed to them. Aside from the weather (“I have never felt cold like this!”) and the Yorkshire accent (“slowly please!”) the group appear intent on enjoying their new adventure.

Ana from Andalucia in Spain works at Scarborough Hospital in the Critical Care Unit. Ana chose Scarborough Hospital because it is smaller and she felt that would help her settle in more easily. She said: “A nursing career is well considered in England so it is a good place to work as a nurse. It has been easy to make friends in Scarborough and there is a small group of Spanish people work at the hospital which means I have friends already. Working on CCU is very exciting, I wanted to specialise and it matches well with the science element of my degree.”

Paula from Cadiz in southern Spain has left behind her family and boyfriend for her career working with the elderly on ward 35 at York Hospital. She was understandably very apprehensive about taking such a drastic step. Paula said: “I googled and saw that York was a lovely city but I was very scared and excited to take such a big step to work in a country where I had to speak another language. It was important for me to get a job as a nurse and I knew it would be a big challenge.

Everyone has been very supportive and my colleagues have praised me for making such a brave move!”

Francisco from Valencia is also keen to get experience as a nurse since he qualified in June. He is delighted to be working on ward 28 caring for trauma orthopaedics which he already has experience of in Spain. Fortunately for Francisco he travelled with his girlfriend who has also taken a job as a nurse at York Hospital and the couple are looking forward to their new adventure. Francisco said: “It’s exciting to begin a new job in a new country. I have spent time as a student in Italy and London so the idea of working in England was good for me. I hope to get some really good experience here.”

Alessandro is from Brescia in Italy. He chose York over London and Birmingham because it is a beautiful city but not too big. Alessandro was already keen to travel and sees this as a great opportunity to combine it with a career. He said: “I feel at home already, the city is easy to find your way round and it is good to be together with the other nurses from Spain. The work conditions and prospects here are better and we have a much more secure contract where we can gain experience.”

Nikolett from Hungary has already spent six months in the UK working as a healthcare assistant in Wales. Looking to the future, Nikolett chose York with the intention of embarking on a master’s degree in the city. She works on ward 16 with patients who have had abdominal surgery. Nikolett said: “I enjoy my work on the surgical ward and I am getting good experience even though it is a challenge. Some of the equipment and medical terms are different so I am learning all the time. I am happy because the nursing profession in Hungary is not so well paid and not so well respected.”
Lords approval for new service

York Hospital’s new specialised service focusing exclusively on liver disease received approval from the House of Lords at a recent event in York to celebrate its launch.

Susan Cunliffe-Lister, Countess of Swinton, Baroness Masham of Irton, made the special trip from the Houses of Parliament to join staff and guests from across the city for an afternoon discussing with the experts the new treatments available for patients with liver disease as well as sharing future developments.

Baroness Masham remarked on the enormous financial cost of liver disease, a condition that is increasing in the UK while it declines in the EU. She congratulated everyone involved in the “vital new service” and expressed concern that liver disease is now the third biggest killer in younger people.

The service took almost four years to set up, thanks to Consultant Hepatologist Charles Millson, who brought this particular area of expertise to the Trust.

Patrick Crowley, Chief Executive of the Trust, said: “Our ambition is to appoint the very best staff and harness their skills in providing services that directly benefit our patients. Thanks to Dr Millson for bringing his experience, motivation and determination to work with our commissioners to launch the service. It is a stunning example of a service that will provide long term benefits to people in the community we serve.”

Patients with diseases of the liver including fatty liver disease, liver cirrhosis and liver cancer as well as viral hepatitis infections will be referred to the service. This means patients who would normally be referred to specialist services in Leeds and Newcastle can be treated at York and Scarborough Hospitals.

It is a stunning example of a service that will provide long term benefits to people in the community we serve”
Do you have an idea that can inspire others?

The Corporate Improvement Team is once again giving people the opportunity to apply for a grant of up to £3,000 to take forward an inspiring project to benefit your service or department. Individuals and groups can apply for the Inspire grant for any idea that will have a positive impact on patient care. The scheme is funded by the York Teaching Hospital Charity.

For example, this could involve visiting another hospital in the UK or abroad if you have heard they have been involved in an inspiring project. From your learning, you can then come back to the Trust and implement a project into the service you provide.

Last year’s winners have worked hard to successfully deliver their projects. The remainder of applicants were reviewed by the Charity Committee and several were awarded funds to support their projects outside of the Inspire funding.

2015 Inspire Winner Lynne Fitzharris commented: “The inspire scheme gave us the opportunity to fund a project which we have been trying to fund for five years, which is excellent.”

All permanent staff are eligible to apply. The grant is available to all clinical and non clinical staff who meet the criteria on the application form.

Applications are open from 22 February until 18 March and will then be presented to an adjudication panel.

If you would like an application form or more information about the project please contact the Service Improvement Team on ext 4099, or email Bianca.Cipriano@york.nhs.uk

Successful grant application: Lynne Fitzharris

2015 award - UNICEF Baby Friendly Initiative (BFI) Accreditation

Lynn Fitzharris, Breastfeeding Lead, said: “I applied to be part of the Inspire Project in April 2015 to take York Children’s Public Health Service forward to Stage 1 UNICEF BFI Accreditation during 2016. “I was successfully chosen, alongside my colleagues in Scarborough, to share a £2000 grant. Both areas had separately identified a need to promote the sustainability of breastfeeding. To support this, as part of the funding, was the request to attend the UNICEF BFI Conference in order to maintain sufficient knowledge of current research and standards for practice in infant feeding.

“Attending the conference was of great value and informed my practice. Knowledge gained was applied to my UNICEF BFI training of staff from January 2016, informed staff at the Health Visitor Team meetings and made current information available to all staff.

“The funding from the Inspire Project and support from the Service Improvement Team has enabled the planning to commence to work towards UNICEF BFI Stage 1 Assessment. This will put in place the foundations for achieving outcomes and standards in order to move towards full accreditation in line with the Trust’s Maternity Unit which achieved full accreditation early 2015.

“This funding will now support York Health Visiting service to increase knowledge and skills which will impact on GP surgeries and health centres and City of York Council Children’s Workforce. Developing joint training initiatives and strong partnership working will enable us to reduce health inequalities by increasing breastfeeding rates and the continuation and sustainability of breastfeeding across York.”

Continues on next page ➤
Living the Values leaflet launch

A NEW Living the Values leaflet aimed specifically at students and practice educators has been launched this month.

It is aimed at those who are involved in healthcare professional learning and the values are linked to the NHS and the Trust’s organisational values to identify behaviours that would be expected in a healthcare setting.

The booklet will be used for mentors and practice educators to discuss with students on their initial interviews. It has individual, team and organisational standards that can be used to work to ensure a quality learning environment.

Practice Education Facilitators (PEF) will be visiting placement areas with a supply of leaflets and to discuss the requirements.

Anyone wishing to meet with their practice education facilitator or needs them to attend a team meeting ahead of this should contact practiceeducationteam@york.nhs.uk

Pilot scheme to help Scarborough’s frail and elderly

A PILOT scheme to improve services for frail older people at Scarborough Hospital has made such a positive impact on the Emergency Department (ED) that it is now to be piloted across the Trust.

The pressure on services for older people has increased year on year with an average increase of around eight percent every year. Scarborough Hospital routinely admits over 450 elderly patients a month and it is the fastest growing area of specialty care. This has put additional pressure on an already stretched team and the elderly directorate looked at ways to improve care for those over the age of 75.

Working with the Acute Frailty Network the team decided that having a more senior presence closer to the patients as they come in could make a difference and should be the key change that could be made.

Jamie Todd, Directorate Manager, explained: “We placed a senior member of the medical team in ED during the week with a specific focus on patients aged 75 or over. This meant that patients would benefit from extra early consultant input. A comprehensive geriatric assessment could be done in ED streamlining the process so that patients could be sent directly to the most appropriate place for them.

“By having an expert available to set the care plan early, patients were already receiving better quality care and unnecessary admissions could be avoided. With this trial we managed to successfully directly admit many more patients straight to the elderly bed base, as they had already seen a senior doctor.”

“There is evidence that early assessment has also had a knock on effect on length of stay. With an average of 15 elderly admissions a day in a hospital of around only 250 beds this early intervention can make a huge difference.”

The trial ran for three months and the data was based on the service being available between 9am and 5pm Monday to Friday.
A new Paediatric Advanced Warning Score (PAWS) that allows staff to electronically record children’s observations has gone live this month. The PAWS score is automatically calculated and appropriate escalation prompted.

The adult early warning system NEWS was introduced at York Hospital 2012 in a drive to educate and support staff to recognise and respond to deteriorating patients. It has since been rolled out right across the Trust ensures that observations are taken in a timely manner and prompts for escalating at risk patients to a senior level.

Paediatrics were unable to use the system as it was only designed for adults. Dr Jo Mannion Consultant for Child Health explained: “The Royal College of Paediatrics ‘Why Children Die’ report 2014 stated that the UK has a higher ‘all cause’ childhood death rate than comparable western nations. This highlighted the need to improve recognition and management of serious illness in children in the UK.

“I wanted the electronic observation system available on the children’s wards and in 2014 applied for a deanery leadership fellow to work on this and other Paediatric Safety Quality improvement projects.

“Dr Vicky Hemming joined us and worked extremely hard. Her tenacity enabled her to complete this and several other quality improvements initiatives during her year with us. I’m happy to say that we have recruited her as a consultant in the Trust once her training finishes this year. Also key to the success of the new system on the ward was the staff training by our new Paediatric Nurse Educator Shannon Stamp.”

Vicky Hemming added: “The system took time to develop as it has had to incorporate the differences between children and adults, including the five different age ranges for normal observation values. After a lot of hard work by paediatric staff, systems and networks and especially programmers, we have been able to develop the system for paediatrics.”

The new development puts the Trust in the unique position of having the capability to do electronic observations on the whole of inpatient services. And its hoped will soon be rolled out to Emergency department patients.

Dr Donald Richardson, who introduced electronic NEWS, said of Vicky’s project: “Brilliant work, I’m sure children in York will benefit for years to come because of it.”

BEREAVEMENT Officer, Carol South, has been appointed to the new bereavement services suite at Scarborough Hospital.

The suite provides a supportive space and offers practical help and advice to people at a difficult time.

The Bereavement Services Suite is located through the North Entrance, turn left onto corridor, second door on left. The suite is open Monday to Friday, 8.30am to 4.30pm.
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

A healthy NHS workforce

THE TRUST has been chosen as one of 12 ‘exemplar’ organisations to participate in an NHS pilot initiative. The ‘Leading by Example: A Healthy NHS Workforce’ initiative is being led by NHS England. The projects aims to ensure that the NHS, as an employer, sets a national example in the support it offers its own staff to stay healthy.

Lydia Larcum, Senior HR Lead, explained: “Whilst all NHS employing bodies must adopt the approach within the next five years as an exemplar organisation we have committed to work with NHS England to implement the approach within the next 12 months. Our learning will then inform how all other NHS organisations roll out this initiative. “We have been chosen as an exemplar organisation because of the work that we have already been doing as part of our health and wellbeing agenda, which is a fantastic compliment. “The Leading by Example initiative consists of seven key areas. We have already received national recognition for our work on this agenda and this project provides an opportunity to extend this, with funding and support from NHS England.”

SIGN UP to the staff lottery by 6 May and you could be in with a chance to win a fantastic brand new Kia Picanto car in the June draw. There are also monthly cash prizes worth a total of £3,625 and special prizes each month to be won.

In January there were also two lucky winners who each won £1,000 of Thomas Cook holiday vouchers, Connie Wiggins, Medical Secretary at Scarborough Hospital and Julia Waters, Catering Assistant, Bridlington.

New fitness guide for staff published

THE STAFF Benefits team is dedicated to helping and engaging with staff to improve their health and wellbeing.

As a staff member of this Trust we are delighted to offer you a fantastic package of fitness classes, therapies and gym memberships for all tastes and budgets. These can be all found in the new Your Fitness guide.

These can be found at the staff shops or the Staff Benefits website.

Coming soon for Easter

DON’T forget to get all your great value Easter goodies from the staff shop. Easter cards, gift wrap and Thornton’s Easter eggs only £3 each or two for £5. Or if you are looking for something different how about cinema tickets for Vue, City Screen or Reel Cinemas still only £5.50 until 1 April.

OUT NOW New Staff Benefits directory

The new 2016 Staff Benefits directory is out now and will be delivered to your workplace in February. Anyone not receiving one should contact Staff Benefits.
Great Gatsby Charity Ball

YORK Teaching Hospital Charity invites you to don your 1920’s outfit and enjoy an evening of glitz and glamour at their Great Gatsby inspired Ball on Saturday 2 July 2016 at the Royal York Hotel, York.

Following the success of the 2015 Ball which raised nearly £24,000 to buy a SimBaby which is now being used to train multi-disciplinary teams, this year the Ball will raise funds for the next campaign. Tickets are priced £55 each or £500 for a table of 10. For more information contact the fundraising team on 01904 724521 or email charity.fundraising@york.nhs.uk

Charity boost doubles kidney stone treatment

T

wice as many patients with kidney stones will now be treated at Scarborough Hospital thanks to the donation of new state of the art equipment

York Teaching Hospital Charity has purchased two new digital flexible ureterorenoscopes costing £55,000 for the hospital’s urology service, all thanks to generous donations from grateful patients.

The equipment makes procedures much quicker as it allows clear visualisation of the inside of kidneys with excellent picture resolution.

This means that even small kidney stones or tumours can be identified and treated with lasers.

Urology Consultant, Richard Khafagy, said: “This new equipment adds to the existing two scopes that we are already using, effectively doubling the operating capacity for the stone service for the Yorkshire Coast.

“This means that we are ideally placed to meet an increasing demand for this type of surgery.”

The charity’s Fundraising Officer, Maya Richardson, said “We are so grateful to our supporters. Their generosity has made a huge difference for patients who need urology treatment.”

YORK Teaching Hospital Charity has designated 7-11 March cake and coffee week.

Can you hold a coffee and cake morning or cake sale to bring in some DOUGH for a ward or department of your choice?

Thank you for getting involved and don’t forget to GET BAKING

For more information contact the Fundraising Team

Call 01904 724521 Email charity.fundraising@york.nhs.uk
Prestigious award for dermatologist Andrew

A dermatologist from York Hospital has been awarded a prestigious research award at the European Academy of Dermatology and Venereology (EADV) Annual Meeting in Copenhagen for his research into skin cancer. Consultant Dermatologist Andrew James Muinonen-Martin was the only UK winner to receive an award from the 20th annual La Fondation La Roche-Posay European Research Awards 2015. The awards were created to support young dermatologists to aid their research findings to be published and help projects reach completion.

Andrew was awarded €4000 from the foundation which, in addition to providing financial support, helps researchers around the world to be recognised by their peers and to collaborate with new researchers.

Andrew said: “It’s a great honour to be a recipient of La Fondation La Roche-Posay publication award. Melanoma is one of the most aggressively migratory and treatment resistant tumours. The resultant metastasis or spread of the melanoma is responsible for killing patients and my research has not only identified a new key driver of melanoma cell migration but it also supports a new paradigm. “I am delighted that my work with Prof Robert Insall’s team at the CRUK Beatson Institute for Cancer Research in Glasgow and funded by a Wellcome Trust fellowship has been recognised by La Fondation La Roche-Posay.” Since 1995 La Fondation Roche-Posay has been dedicated to the advancement of science for further research and dermatological innovations. It supports the work of outstanding candidates with promising projects in the field of clinical, biological and pharmacological investigations linked to dermatology. The foundation has supported over 70 researchers in Europe and awarded 155 projects worldwide, helping more than half of them to complete their scientific paths.

Recruitment team share valuable feedback

WHEN candidates apply for jobs, the NHS Jobs system collates feedback from candidates about their recruitment experiences with the Trust and asks them to rate their overall experience. In 2015, the Trust’s average rating was 3.51 out of a possible score of 5.00, which was 0.50 points higher than the NHS average. While this is positive the recruitment team found there were a number of areas that could be improved upon and wanted to make managers aware to ensure better success.

Will Thornton, Recruitment Manager, said: “Many candidates reported having strong recruitment experiences, but there were some consistent themes amongst those that didn’t. We know that it’s hard to give job applicants as much of our time as we would all want to, but there are some simple things we can do to improve their experiences of the recruitment process — and in such a competitive labour market, we have to do our best to hang on to good candidates.”

TOP TIPS

The team have put together a list of recommendations based on feedback which may help anyone who is looking to recruit.

- Take care over the completion of VC Forms - a significant number of vacancies at the Trust proceed to advertisement erroneously, which can lead to people applying and then being let down
- Complete a review of applications and finalise a shortlist within seven days of the advert closing
- Arrange interviews to afford candidates ten days’ notice (reducing to seven days if the interview date was advertised)
- Manage candidates’ expectations of when they will be contacted following interview and respect their caution regarding approaches to their referees
- Ring candidates as soon as possible following interview to let them know the outcome of their application – remember, the practice of having to wait for references before doing so was discontinued a number of years ago!
Tour de Yorkshire route

Tour de Yorkshire 2016  Friday 29 April - Sunday 1 May

The route for the Tour de Yorkshire 2016 has been announced and will have an impact on some roads within the Trust region. Details of road closure timings will be available closer to the event.

Stage One begins in Beverley, before the peloton races to Tadcaster via Bubwith, North Duffield, Riccall, Cawood and Ulleskelf and on to Boston Spa, Wetherby and Knaresborough.

Stage Two is less likely to affect the Trust as it starts in Otley. From Otley riders travel south towards Aberford, Sherburn in Elmet, South Milford, Monk Fryston towards Conisbrough Castle and on to Doncaster.

Stage Three starts in Middlesbrough, then Great Ayton, Stokesley, Northallerton, Thirsk, Sutton Bank, Helmsley, Kirkbymoorside, Hutton le Hole, over the North York Moors to Castleton, Danby, Glaisdale, Egton, Grosmont, Sleights, Ruswarp, Whitby and then Robin Hood’s Bay, Hackness, East Ayton, Irton, Oliver’s Bay, South Bay and finishing in North Bay Scarborough.

Help to train doctors of the future

THE Hull York Medical School (HYMS) has issued a plea for volunteer patients to help with teaching sessions and examinations for undergraduate medical students.

It involves allowing a group of around four students to take a medical history and practice their communication skills, clinical examinations and non-invasive clinical skills such as taking blood pressure.

An examination involves a single student who will take a history, carry out an examination and make a diagnosis. A clinician will be present at all times.

The school is looking for people with specific conditions and patients need to have been diagnosed with an ailment relating to the Hull York Medical School curriculum. The curriculum is broken down into eight different areas:

- Nutrition, Digestion, Metabolism and Excretion
- Cancer
- Cardiology
- Dermatology
- Musculoskeletal
- Central Nervous System
- Paediatrics
- Pregnant ladies

Travel expenses and refreshments are provided. Please contact HYMS reception on 01904 721030 if you know anyone who can help.

Raising awareness of the Friends and Family Test

IN MARCH we will be raising awareness of the importance of the Friends and Family Test as we take part in a national awareness week.

Since it was initially launched in April 2013, the Friends and Family Test has produced more than 10 million pieces of feedback, making it the biggest source of patient opinion in the world.

Hester Rowell, Lead for Patient Experience, explained: “The Friends and Family Test Promotion Week is running across the whole NHS. It is about reminding staff and patients why it is important and how it has been used over the last three years to improve patient care.

“The awareness week begins on Monday 14 March and during this week we are asking for everyone from Matrons to Ward Clerks to focus their efforts on FFT and collecting patient feedback.

“By refocusing our efforts our aim is to have our best ever week in terms of the number of pieces of patient feedback received.”

Remember:

- Patients should be given the card as early as possible during their hospital stay.
- Relatives or carers can complete the card on behalf of the patient.
- Staff can help patients to complete the card if they are physically unable.
- Boxes are emptied twice a month, if your box gets too full, empty it and keep the cards at reception.
- Contact the Patient Experience Team when you are running low on cards, they take a week to arrive, so don’t wait until you have run out.
- Even if patients want to give more formal feedback they should still give their views via the Friends and Family Test.

For further information contact the Patient Experience Team.