This month’s Dementia Awareness week offered the perfect opportunity for the Trust to not only highlight its work in this important area, but to launch new initiatives.

From implementing the new dementia strategy, to opening a new dementia café and activity room at York Hospital – the Trust used the week as an impetus to become even more dementia friendly.

Ward 37 at York Hospital officially opened its new ‘Café 37’ dementia activity room – a safe space on the ward open to patients and their visitors.

Tracey Clark, Sister on Ward 37, explained: “Having a dementia activity room will bring so many benefits for everyone associated with the ward. The space is invaluable for relatives and carers to have more involvement in the care of patients – providing them with familiar faces and improved surroundings.

“Patients will be able to relax in the new café area with their family or a volunteer, helping to

Emma George, Assistant Director of Nursing and dementia lead for the Trust, opening Café 37

Continues on page 2 »

Have you got a story?

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

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

Or email staffmatters@york.nhs.uk

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Dementia-friendly care

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keep them engaged. For staff it will be great to have a place to take patients when they become agitated so that we can divert their attention and calm them down.”

The café was funded with money raised by York Teaching Hospital Charity’s Roaring 20’s Ball, held in July 2016. The ball inspired the charity’s Dementia Appeal which aims to raise £200,000 to provide a better experience for patients living with dementia throughout the Trust.

The charity’s Dementia Appeal will fund new equipment and projects that will revolve around the everyday work of our hospitals to make sure they quickly deliver benefits for patients and their carers, families and friends.

The new dementia activity room was opened by Emma George, Assistant Director of Nursing and dementia lead for the Trust. Emma said: “The Trust marks Dementia Awareness week every year and this year we wanted to do something special – the opening of our first dementia café and activity room is an important milestone. “Everyone needs a sense of purpose and to enjoy themselves during the day. The activity room offers an informal setting for people who are affected by memory problems to exchange experiences, receive practical and emotional support and undertake engaging and stimulating activities.”

Patient’s, generous donors, as well as family, friends and staff attended the event with homemade cakes provided by staff, and live music from local volunteers. Other activities included a number of fundraising events and a knit-a-thon at Scarborough Hospital.

Volunteers given an insight into challenges

Around twenty volunteers attended a specially designed training course to gain extra skills so they can work on activities with patients with dementia.

The one day training, held in York and Scarborough, was aimed at giving people an insight into the challenges faced while finding positive approaches to dementia. Volunteers were shown valuable techniques to help engage with people with dementia.

The training was created to prepare for the new role of dementia activity volunteer where people were invited to use their own interests and skills to engage in activities with patients.

Kay Gamble, Deputy Lead for Patient Experience, said: “We’re delighted with the response to this new role, it’s attracted volunteers across all age groups and lifestyles. The training is very practical and includes techniques designed to directly involve patients, such as using props to create conversation through reminiscence.

“It’s crucial that people feel confident and are able to communicate effectively to be able to organise and lead activities for patients.”

The session also included training to become a dining companion, a valuable role where volunteers assist patients at mealtimes.

Sarah Patten, Volunteer Services Administrator, said: “Patients with dementia face particular challenges when it comes to mealtimes. Poor appetite, problems with mental abilities, physical disabilities and sensory impairments can all cause the person with dementia to have problems eating and drinking. Volunteer dining companions work closely with staff to find out a person’s individual needs and preferences and encourage them to eat.”

Dementia Specialist Occupational Therapist, Sonia Archer, explains techniques for approaching people with dementia

We’re delighted with the response to this new role, it’s attracted volunteers across all age groups and lifestyles”
Help protect against future cyber attacks

The recent cyber attack has highlighted more than ever the increasing prevalence of cyber crime and the risks organisations face. Director of Systems and Networks, Sue Rushbrook, explains: “We have seen an increase in suspicious emails and all of us need to be especially vigilant to this threat. Every individual has a personal responsibility to try to minimise the risk of a cyber attack. “We must treat every email as suspicious until we are sure it is not, if you are in any doubt, delete the email. It only takes one malicious email to infect our entire network and we’ve seen all too clearly what these viruses can do. “These emails may appear to come from a colleague, friend or an organisation you are working closely with. In reality, they have been sent without their knowledge by an external source using their name or other associated details in an attempt to convince you the email is genuine.”

THE GOLDEN RULES
If you receive an email from a familiar organisation, colleague or even a friend which you believe to be suspicious:
• Do not open any attachments or click on any links (if you accidentally open it contact the IT Service Desk immediately)
• Think about contacting the user who has sent the email through an alternative method such as by phone
• If in any doubt simply delete the email

RESEARCH NEWS

Amazing year for R&D

The Trust’s Research and Development team are celebrating a fantastic year after smashing their target to recruit patients to clinical trials.

The region’s annual target for the Yorkshire and Humber Clinical Research Network is 65,000 patients which is divided between the 22 partner organisations, of which the Trust is one. Each year they set a target based on the current portfolio, previous history and the numbers of studies closing and possibly opening in the year. Lydia Harris, Head of Research and Development, explained: “We were set a stretching target of 3,539 patients to recruit into clinical trials in our Trust from 1 April 2016 to 31 March 2017. It’s important that we meet this target as it determines our money flow into the Trust for the next financial year, which pays for all our research staff. “We’re delighted to have recruited 4,552 patients to a whole range of clinical trials – that’s almost a thousand more patients than our target! Currently in York and Scarborough alone we have 147 research studies open to recruitment, 41 of which were opened this year. “This is a truly amazing achievement, thank you to everyone for their support, hard work and dedication.”

Patients have been recruited into clinical trials across a wide range of specialties at both York and Scarborough hospitals.

Trust research & development successes:
• Highest recruiter in a national study for rheumatology with over 320 patients recruited to date
• Anaesthesia, perioperative medicine and the pain specialty group now sees York Hospital recruit 25 percent of the total number of patients in clinical trials in England
• First UK patient recruited into national cardiology trial ARIADNE
• 716 recruits since January 2017 for the Yorkshire Health Study, a questionnaire based study for anyone living in the Yorkshire area and assessing the health and lifestyle across the county
• A gastro study, run in the Trust since 2014, has been adopted producing 700 recruits since March 2016

Baby friendly SCBU

STAFF from SCBU and the children’s ward have recently completed a two day training course run by UNICEF – “Embedding Baby Friendly Standards in Neonatal Care”.

The course was funded thanks to donations from SoFAB (Supporters of Families and Babies), York Teaching Hospital Charity and York SCBU Support Group.

Judith Hills, Nursery Nurse, said: “We will be able to take all that we learnt to move our SCBUs in York and Scarborough forward to become ‘Baby Friendly’ as neonatal units in their own right within the next two years. This will link in with the work that is being done on York SCBU, as we apply for accreditation for the BLISS Baby Charter, and the work that is done to improve our Family Integrated Care. “We are extremely grateful for the generous donations which have allowed us to develop this important initiative.”
Trust teams shortlisted for Patient Safety Awards

TEAMS from the Trust have been shortlisted in two categories for the prestigious Patient Safety Awards. Finalists had to demonstrate that they are striving to improve patient safety in healthcare and the judges were very impressed with the high standard.

In the category of ‘Best Patient Safety Initiative in A&E’ the sustainable, innovative, and quality first emergency assessment service in Scarborough has been shortlisted. The Trust is also a finalist in the category of ‘Education and Training’ for developing awareness of and engagement in patient safety and improvement.

Now in their ninth year, the Patient Safety Awards continue to recognise and reward outstanding practice within the NHS and independent healthcare organisations.

The teams shortlisted will now complete presentations and interviews to a specific judging panel, made up of senior and influential figures from the health sector.

The awards will be handed out at an inspirational ceremony held at Manchester Central alongside the Patient Safety Congress on 4 July - so watch this space!

Physios host local school students

York Hospital's physiotherapy service hosted a class of students from Archbishop Holgate's School last month, to give them a glimpse of 'a day in the life of a physiotherapist'.

After an introduction to physiotherapy as a profession, the students spent time observing and participating in a variety of areas. The team demonstrated the diversity of the profession and the thoughts and processes for using physiotherapy.

The students were shown the physiotherapy role in cardiac rehabilitation, clinical simulation in respiratory physiotherapy and the role of analysis, exercise and conditioning for musculo-skeletal physiotherapy.

Lucy Nichols, the tutor who organised the visit, said: “It was great to be able to bring the students to a working environment where they could see the theory they are learning in the classroom put into practice.”

Feedback from the students was extremely positive with comments such as ‘it was more than I was expecting’, ‘seeing what Physios do was my favourite part’ and ‘enjoyed learning about the rehabilitation process’.

Vicki Adams, Professional Lead for Physiotherapy, said: “As staff we found this really valuable and enjoyable. It sometimes helps to be reminded of your passion for your profession and to be able to share that with others.”

The visit was organised by Vicki Adams, Professional Lead, Ben Richardson, Advanced Clinical Specialist Physiotherapist for respiratory, Nicky Cockerill, Advanced Clinical Specialist Physiotherapist for cardiac rehabilitation and Ed Nicholson, Senior Physiotherapist for musculo-skeletal services.

Pancreatic cancer study day – book now

A GROUND-BREAKING learning event, run in partnership with Pancreatic Cancer UK, will be held this July in York. The day will cover a variety of areas involved in the management and care of pancreatic cancer patients. Eden Galang, Upper GI Specialist Nurse, explained: “This is an excellent day for everyone interested in building their knowledge and learning more about pancreatic cancer, from diagnosis to living with and beyond cancer. It will be of interest to nurses, GPs, or dietitians, working with pancreatic cancer patients in hospitals as well as at pancreatic cancer specialist centres.”

The event will be held at the Mercure York Fairfield Manor Hotel on Wednesday 5 July 2017, between 9am-4pm.

To secure your place, please complete the online registration form on the Pancreatic Cancer website at www.pancreaticcancer.org.uk/yorkstudyday. Support with travel costs may be available. For more information contact Denise at Pancreatic Cancer UK on 020 3871 9999 or denise.crone@pancreaticcancer.org.uk
March finalists

Star Award

Jo Boyt and Rachel Smith, Pharmacy Technicians, York Hospital
Jo and Rachel were nominated by Lead Chemotherapy Nurse, Elizabeth Walker, for their efforts towards integrating the pharmacy teams and centralising chemotherapy pharmacy services to York.

This service improvement project involved rolling out paperlite chemotherapy prescribing at the Scarborough site, which required careful planning and management to ensure that the service was not affected. Jo and Rachel provided support, with enthusiasm and professionalism, throughout to ensure a seamless transition to an improved and streamlined chemotherapy service.

Clare Worrell, Deputy Sister, Critical Care, York Hospital
Elaine Hunter, Lead Sister at York Hospital, nominated Clare for organising a birthday party for a long term, ventilated patient and her family. In doing so, she enabled an elderly lady to spend time with her family and friends to celebrate her birthday – despite her dependence on Critical Care.

Additionally, on Boxing Day, Clare organised a trip home for this patient so that she could spend time in her own home. For this patient and her family, the birthday party and the trip home on Boxing Day has given them a valuable and special time altogether.

Meg Ievers, Community Stroke Physiotherapist, Scarborough Hospital
Meg was nominated by Cathy-Ann Myers, Dietician, for her selfless attitude and for putting patients at the centre of everything she does.

While at work, Meg received a call from an extremely distressed patient whose walking frame had broken - meaning he could not mobilise around his home. Selflessly Meg, who was due to finish work at 1pm that afternoon but had stayed on to work extra to cover an ill colleague, made the 30 mile round trip to provide this patient with a walking frame - not getting home until 18.30. This generous gesture enabled the patient to safely mobilise around his home that evening.

Meg is described as a role model by those who she works with and demonstrates the Trust values in everything she does.

Carlo Mendosa, Staff Nurse, Eye Clinic, York Hospital
Carlo went above and beyond his role in the care of a patient from the Philippines, who was helicoptered in as an eye emergency from his place of work.

Carlo was able to translate and reassure the patient, who was understandably very frightened. He explained the care and treatment he was receiving by the doctors and in turn, provided invaluable information back to the doctors. Carlo supported the patient through his surgery and follow up to reassure and help him through every stage of his treatment and care.

There is no doubt that this patient’s experience was greatly improved by the help, reassurance and friendship given by Carlo.

Keith Randle, Emergency Department, Scarborough Hospital
Keith was patient nominated for the genuine care, respect and dignity he gave to a very ill, elderly, lady. On a day when it was extremely busy in the emergency department, he had to move the patient out of the queue to clean her because of a several hour wait on a trolley.

Despite so much going on and staff shortages, Keith was soothing in what was a very difficult and distressing situation for the patient and her family. He is described by the family as “marvellous”, “calm” and “unflappable”.

From left, receiving their awards from Chief Executive Patrick Crowley are: Jo Boyt and Rachel Smith; Meg Ievers; Keith Randle.
Focus on... Audiology

“ I love the way that no day is the same in audiology, everyone is an individual and will manage hearing loss in very different ways.”

Stacey Gurnill, Specialist Paediatric Audiologist

Qualification. So that was it - I was now studying to be an audiologist. I had a two year old child and was about to return to work full time and become a student again. I studied over the next two years spending time in the department where ‘me and my shadow’ became a common joke with one of the senior audiologists as I sought to gain more insight into audiology.

Stacey now works part time at York and Malton hospitals providing audiology care to children and adults. This includes adults with severe to profound hearing loss, single sided deafness and rehabilitation of hearing loss. She also sees children under three for routine hearing tests, enjoying the challenge of coaxing two year olds to complete a hearing test.

Stacey continued: “I love the way that no day is the same in audiology, everyone is an individual and will manage hearing loss in very different ways. People will open up to you about how their difficulty affects their work, their relationship and sometimes the isolation that they may feel, with what sometimes seems to be an invisible problem to the rest of the world. The idea that I am helping people with their difficulties is a very privileged role. “It’s very rewarding to break down boundaries when adults or children are reluctant to try a hearing aid or unwilling to cooperate with a hearing test. “I’m now starting to see children who I’ve looked after with their own children and I’m guiding them through audiology. Working with children who have additional needs is very rewarding. Sometimes when things have worked well for the individual it can be quite fantastic or simply a ‘high five,’ ‘thanks Stace’, or a huge bear hug!”

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

Audiology Special

Who are you and what do you do?
Emily Wilson, Audiologist based at Scarborough, covering Bridlington, Whitby, Pickering, Scarborough and York. I provide a range of audiommetric investigations with both adults and children and a comprehensive hearing aid service mainly with adults.

How long have you worked for the Trust?
I have worked for the Trust for three years.

What attracted you to work for the NHS?
I was exceptionally lucky to be a BTEC in health and social care worker on the nursing bank. With an interest in audiology started. The staff were always ready to teach you. If you were keen to learn, someone in audiology started. The staff were ENT clinic which where my interest of my direction. I was fortunate to gain more insight into audiology. “I have worked for the Trust since 1997, starting as a support worker on the nursing bank. With a BTEC in health and social care under my belt I wasn’t quite sure what to do next. I applied for a BTEC in health and social care and why she finds it so rewarding: explains her choice of career path and why she finds it so rewarding: Stacey Gurnill, Specialist Paediatric Audiologist, lives in York with her husband and three children. Stacey explains her choice of career path and why she finds it so rewarding: "I love the way that no day is the same in audiology, everyone is an individual and will manage hearing loss in very different ways. People will open up to you about how their difficulty affects their work, their relationship and sometimes the isolation that they may feel, with what sometimes seems to be an invisible problem to the rest of the world. The idea that I am helping people with their difficulties is a very privileged role. “It’s very rewarding to break down boundaries when adults or children are reluctant to try a hearing aid or unwilling to cooperate with a hearing test. “I’m now starting to see children who I’ve looked after with their own children and I’m guiding them through audiology. Working with children who have additional needs is very rewarding. Sometimes when things have worked well for the individual it can be quite fantastic or simply a ‘high five,’ ‘thanks Stace’, or a huge bear hug!”

Who are you and what do you do?
Tony O’Connell, Paediatric Lead for Audiology and as such I’m responsible for the diagnosis and treatment of hearing loss in children. I have worked for the Trust for three years.

What attracted you to work for the NHS?
I was initially attracted to healthcare following a postdoctoral research career in heart and renal function. Lab-life didn’t suite me; I needed to talk to people more than I was allowed to in our very serious and quiet labs! So, I followed the footsteps of a friend of mine who had a similar experience and went down the Audiology/Clinical Scientists training route, and I haven’t looked back!

What do you like best about your job?
Currently, I mostly work with a team of Paediatric Audiologists that carry out a wide variety of tests from electrophysiology (a test called an Auditory Brainstem Response) in new-borns to playing listening games with babies and older children. We also deal with adults and some of us (myself included) try to help people with auditory problems such as tinnitus and hyperacusis which are sometimes more psychological that they are physiological.

What is a good day for you?
The best bit about the job is getting to know the children and families of those we’ve diagnosed with a hearing loss as babies. It’s very fulfilling to see them succeed in life.

What’s the best advice you were given?
It’s very rewarding to break down boundaries when adults or children are reluctant to try a hearing aid or unwilling to cooperate with a hearing test.

What is a good day for you?
I love the way that no day is the same in audiology, everyone is an individual and will manage hearing loss in very different ways.

What’s the best advice you were given?
I like it when you really make a difference.

What do you like best about your job?
To do a job that makes a difference.

What is a good day for you?
Most days are good days, however I like it when you really make a difference.

What was the best advice you were given?
To treat people how you would like to be treated.

Why not tell us why you love what you do?
Email staffmatters@york.nhs.uk
Inspirational outcomes

After receiving 27 applications for this year’s Inspire project, the judging panel had the difficult task of choosing the ideas most worthy of receiving a grant.

Three applications have been successful, including a quiet room for outpatients, a sensory room for dementia patients and a learning opportunity for stroke services. Bianca Cipriano, Project Support Officer, said: “It was a very strong field this year and the commitment to the organisation and improving its services was evident in each application.

“This year the panel decided to award three winning places and further funding for the Inspire project. The corporate improvement team will work alongside each winning project to help facilitate.”

The Inspire project was created by the Corporate Improvement Team to encourage staff to apply for a grant to enable them to complete an improvement project within their department. The grant is funded by the York Teaching Hospital Charity. Bianca continued: “A further eleven applications have been referred to the charity to be funded. Other applications have been recommended to be funded via additional streams, and further advice has been given to each applicant to ensure that they can continue with their improvement ideas.

“The panel would like to thank everyone who applied for the Inspire project and encourage staff to apply when applications are open next year.”

Success stories
- Julie Smith, Healthcare Assistant in outpatients’ clinic, was awarded for her application to create a quiet room in the outpatients’ department at York Hospital for specialist nurses to deliver a cancer diagnosis
- Susan Boulton, Ward Manager on Ann Wright Ward at Scarborough Hospital, was awarded to create a sensory and activity room for patients who have delirium and dementia
- Michael Keeling, Stroke Specialist Nurse, will be visiting other stroke services in the UK to learn from them and build up relationships so that the department can learn from other high performing stroke departments and utilise initiatives within the Trust.

MOST of you, at one time or another, will have been part of, or seen, a patient safety walkround taking place in our Trust. At least one walkround takes place every week, including out of hours. That’s more than 52 walkrounds every year.

The purpose of the walkround is not to inspect or interrogate staff, but to allow our staff to raise patient safety concerns and to discuss with directors face-to-face how patient safety can be improved.

We know that high-performing organisations have a culture of learning from incidents, complaints and near misses, and that our staff can provide some of the best solutions to reduce risk and harm to our patients. The board wants to develop a culture where we learn from our mistakes and change systems to prevent repeated errors.

Patient safety walkrounds provide an informal opportunity for executive and non-executive directors of the board to talk with staff and patients about safety issues in the Trust, seeking to continually promote a culture of safety.

As part of the Trust’s new approach to board working, twice a year the board will undertake a patient safety walkround on the day of their meeting. This will take place in York in May and in November in Scarborough. With these two board walkrounds we seek to ensure that patient safety and listening to staff remain paramount objectives of the Board of Directors of our Trust, as well as developing the visibility of the board on those days.

Our staff survey results tell us that we can be better at learning from our staff and patients, and board walkabouts are another step towards that goal.

This month’s board walkround will take place on Wednesday 31 May in York from 2pm, and on 29 November in Scarborough. We look forward to engaging with you on this important matter!

Sue Symington, Chair
Nurses’ Day celebrations on 12 May the Trust launched a competition to design a unique pin badge to recognise the valuable contribution of nurses.

The wearing of a nursing pin is a long held national and international tradition within the profession, stretching back to the 1800s. They’re worn by nurses to identify the nursing school from which they graduated.

The initiative was based on a suggestion by a student nurse as a way of re-establishing this long held and great tradition within the Trust.

From autumn 2017 the winning design will be worn by all qualified nurses on completion of their preceptorship, as well as trainee nursing associates, advanced clinical practitioners and associate practitioners who have trained and qualified at the Trust.

Beverley Geary, Chief Nurse, explained: “To be a nurse, a midwife or member of care staff is an extraordinary role. What we do every day has deep importance. We touch people’s lives, whether enabling people to stay healthy and support their independence, helping people to recover from illness or providing care and comfort when their lives are coming to an end.

“The new enamel nursing pin badge - the first of its kind for the Trust - is a unique and special way to recognise new nurses who train and qualify here at the Trust. I still wear my own badge with pride, awarded 27 years ago, and I very much hope that our newly qualified staff will too.”

The top three winning designs will be selected by a judging panel consisting of the chief executive, chief nurse, a non-executive director, as well as nursing colleagues. The overall winning design will then be voted for by nursing staff across the Trust.

For an application form, design sheet and full terms and conditions visit the news section on the Trust website. The closing date for entries is 5 June 2017.

Selby nurses given a treat

SELBY nurses from the outpatient unit, inpatient unit, minor injuries, sexual health, community teams and midwives celebrated Nurses Day, thanks to the generosity of local businesses. The teams enjoyed a special lunchtime celebration with a cup of tea and a slice of cake, with enough to share with the late evening community staff and night staff. Many thanks from the Selby nurses to Tesco who provided cakes, tea and coffee while Morrison’s and Thomas the Bakers provided cakes to celebrate International Nurses Day.

Historic gates officially opened

THE LOVINGLY restored historic iron gates on the site of York Hospital were officially opened by Chief Executive Patrick Crowley recently at a special ceremony for invited guests including Dr David Fraser from the York Civic Trust.

The gates, installed over 150 years ago, were restored to their former glory in partnership with York Civic Trust with work completed in January this year. The theme this year was ‘What Can You Do?’ to get people more active in planning for dying and death and helping support those who may need it in times of grief and bereavement.

Dying Matters Week

ADVANCE Care Planning Coordinators Charlotte Oliver and Gemma Oliver (pictured) provided an opportunity to discuss planning for the future at City of York Council offices for Dying Matters Week.

The theme this year was ‘What Can You Do?’ to get people more active in planning for dying and death and helping support those who may need it in times of grief and bereavement.
Health checks for people with learning disabilities

ALL INDIVIDUALS who have a learning disability are being encouraged to take up annual health checks. Jo Blades, who is the Acute Learning Disability Liaison Nurse for the Trust, is one of a group of health professionals from local NHS organisations in Scarborough and Ryedale to organise a special event for people with learning disabilities, carers and professionals. It is aimed at raising awareness of annual health checks, hospital passports and cancer screening.

Jo explained: “More than two thirds of people with a learning disability in our area are missing out on their free GP health checks – at just 30 per cent, the uptake is one of the lowest rates in the country.

“The annual GP health check is offered to all those with a learning disability from the age of 14 onwards. They are essential in trying to improve the health of this often overlooked group of people.

“My role supports individuals who are referred to the hospital, often as a result of the annual health check, enabling them to access further treatment, investigations or screening by providing the reasonable adjustments they require.

“In promoting and creating hospital passports, information can be provided for hospital staff to enable them to support individuals in a person-centred way during their time in hospital.”

The event will take place on Wednesday 28 June from 1pm to 3pm at The Street in Lower Clark Street, Scarborough.

Group reduces pressure ulcers

Pressure ulcer reduction has been a priority for the Trust for a number of years and continues to show a reduction thanks to a sustained effort throughout the organisation.

The Trust’s target was to reduce pressure ulcers by 20 percent during the 2015/16 financial year and to reduce figures by a further 10 percent by the end of 2016/17.

Lisa Pinkney, Patient Safety Manager, said: “We’re delighted to see that the most severe category pressure ulcers, cat 3 and 4, continue to meet the ten percent Trust reduction targets and remain below figures for 2015/16. The Trust is currently at 3.86 percent compared to the national data figure of 4.81 percent on the national Safety Thermometer, the tool that measures harm free care.

“Many thanks to our dedicated improvement group for their consistent and valued effort.”

A new pressure ulcer policy has been published alongside this work which reflects the learning arising from it. Incident reporting systems have been improved and a new screening and risk assessment tool has been created to support this work.

For more information about pressure ulcer safety contact Lisa Pinkney, Patient Safety Manager, or Sam Haigh, Tissue Viability Nurse.

Young advisors help improve services

YORSEXUALHEALTH has been taking advice from specially appointed young people to look at what sexual health services young people would like and where they might seek information about local clinics.

‘Young Advisors’, employed by North Yorkshire County Council, are aged between 16 and 24 and advise community leaders and decision makers on how to engage young people in community life, decision making and improving services. They are trained to offer guidance to local authorities, housing associations and other organisations on a young person’s perspective.

Liz Hare of YorSexualHealth said: “The Young Advisor team provided us with detailed and helpful feedback, which will enable us to develop our website and services to better meet the needs of the young people in North Yorkshire.

“It is crucial that we understand the views and thoughts of young people when considering their sexual health, but we can gain this understanding only through appropriate consultation. The Young Advisors have provided us with a professional and effective way of engaging with our local population and we are planning to continue working with them over the coming year.”

As a result of the Young Advisors’ guidance, YorSexualHealth plans to streamline and enhance its website, access the feasibility of an online chat service, look at options for text prompts and reminders to clients, discuss how it works with partners to benefit young people, and look at engagement with schools.

Gas safety course

AN INTRODUCTION to Medical Gas Safety is now available on the Learning Hub. This package is relevant to all clinical staff and is designed to educate staff in the correct use of medical gas and the safety of patients on the wards.
Anxiety - recognise the signs

Figures from NHS Digital suggest that anxiety affects almost five people in every hundred and mixed anxiety and depression affects around ten in every hundred. It may be experienced in brief and intense episodes or over a longer period of time.

Anxiety is an uncomfortable feeling of worry or unease about something with an uncertain outcome. It is generally concerned with events that may or may not unfold in the future, it could be a fear of doing a bad job, worry about all the things we feel we ought to be doing but aren't managing, health-related fears, relationship worries or a belief that the worst will happen.

Feelings of anxiety are a normal part of human experience and can help us by drawing our attention to something that needs to be taken seriously. Used well it can motivate us to take action and make positive decisions but when it becomes overwhelming it can be distressing or even paralysing, affecting us physically, mentally and emotionally.

The latest help sheet from CiC explores what anxiety is and offers suggestions that can prevent anxiety from taking over. Even one or two small changes have the potential to make a significant difference. Download the factsheet from the Wellbeing section on the Trust website and find out more about how to recognise the signs of anxiety, as well as pick up some simple steps and strategies to help with anxiety.

Anyone who wants to discuss it further can speak to one of CiC’s qualified counsellors on the Adviseline.

Meditation the easy way...

If you’re looking for a way to help cope better with the stresses and strains of everyday life, why not do it with the help of your smartphone?

Download the headspace app for free, get a special code from staff benefits to access all the different packages, and away you go to start your daily soothing ten minute fix.

Headspace is your very own personal trainer to help you train your mind.

Andy, the founder of the programme, guides listeners through his straightforward exercises which help people take control of their mind.

The app, which has now become a global phenomenon, has been downloaded by people in 150 different countries and even has an army of celebrity fans including emma watson and gwyneth paltrow.

Tips on using headspace
• Meditate first thing in the morning: it ensures it gets done, gets rid of grogginess and helps you stay mindful all day.
• Pick the same spot: practicing at the same time and in the same place each day will mean it becomes a habit.
• Don’t judge: never tell yourself you are “good” or “bad” at meditating. There is no such thing. When you tell yourself you are bad at something you lose motivation.
• Buddy up: find a friend who’s also looking to establish a regular practice. You don’t have to meditate together but sometimes knowing someone else is making an effort can strengthen our commitment.
• Download the app from www.headspace.com/headspace-meditation-app

News

New acute pain service

A NEW acute pain service has been launched at Scarborough Hospital.

Acute Pain Specialist Nurses Emma Carter and Angela Pepper, working alongside consultant anaesthetist for acute pain Magesh Jayabalan, are now on hand to support patients and provide advice for staff on the wards.

Angela explained: “Most of our patients are those who have undergone surgery. In particular we are involved with post-op patients who have epidurals or patient controlled analgesia systems (PCAS) or any patients with uncontrolled pain despite having opiates.

“It’s been a quite some time since there has been an acute pain service at Scarborough, so part of our role is to support staff with advice and education regarding acute pain management. There is a lot of evidence that, when a patient’s pain management is well managed, they suffer fewer complications post-op and have shorter hospital stays which benefits both the Trust and the patient.”

Currently the service is available from Tuesday to Saturday between 8am and 2pm. PACU should automatically refer patients with epidurals and PCAS to the service and ward staff can contact the team on bleep 209 or ext 7715160.
STAFF BENEFITS

A regular section provided directly for you by the Staff Benefits Team bringing you the latest benefits as a staff member of the Trust. Whether you are looking for a better work-life balance, want advice in making healthy lifestyle choices, or just to see what discounts are available to you. For all of your benefits go to the staff benefits section on www.york.nhs.uk/staffbenefits or call the team on 01904 721170 or 771 5262. Follow staff benefits on Twitter and Facebook @YHstaffbenefits StaffBenefitsYHFT

Get set for summer fun

Summer’s on its way so take a look at some of the local attractions that offer discounts to staff with a valid NHS ID card:

- JORVIK Viking Centre, DIG, Barley Hall and Richard III & Henry VII Experiences - 20% discount with ID badge

- Alpamare Waterpark Scarborough. Tickets available from Staff Shop Scarborough - adult £17.50 child £13.50 (6-16) family £55 (2 adults and 2 children – save £5)

- Go Ape - 15% discount Sunday - Friday (excluding bank holidays) including the Tree Top Adventure and Forest Segway. Quote code UNFMSV, proof of NHS employment will be required upon arrival.

- Scarborough Sea Life Sanctuary – call 0871 2224001 and quote NHS17 to book your tickets in advance

- Flamingo Land - discounted tickets available from the Staff Shop during the open season

- Allerthorpe Lakeland Park - 10% discount on activities and café

- York Theatre Royal - vouchers available from Staff Shop York

- The Dungeons - save up to 30%, call 0871 222 4001 and quote NHS17

News

Tribute to local artist

A NEW art exhibition in York Hospital’s main corridor is set to benefit York Teaching Hospital Charity.

The exhibition by Philip Wiseman, a talented artist who sadly passed away in November 2016 following a long fight with cancer, will be donating a proportion of artwork sales to support Cancer Care Services.

His family want to recognise the fantastic care he received from York Hospital and the Community Care Team.

The exhibition can be found at junction 3 of York Hospital’s main corridor until July 2017. Anyone interested in purchasing one of Philip's paintings can contact the Arts Team via email or call 01904 725265.

The Arts Team and art therapist Anne Hutchison have worked with participants from the Creative Corner, an informal group run in York Hospital’s Cancer Care Centre, to produce collages as a tribute to Philip which can also be seen nearby in the main corridor.
Following last year’s successful event, the charity is hoping for blue skies once more for another family fun day in aid of SCBU at Scarborough Hospital.

There will be a bouncy castle, games, stalls, face painting, refreshments and a raffle. Raffle prizes include five cases of Wold Top Ditto beer, a Fiorelli handbag, afternoon tea for two at The Crown Spa, a Nestle hamper and many more.

Tickets for the raffle are available from the Fundraising Hub at York or the Fundraising Office in Scarborough. If you would like to sell tickets at Malton or Bridlington, please get in touch.

The event takes place Saturday 17 June, 1pm to 4pm at Scalby and Newby Community Hall. Entry is £1 adults and children are free.

Staff from elderly care wards at York Hospital are organising a tea party to support the Dementia Appeal.

The Vintage Afternoon Tea takes place on Saturday 10 June, 12 noon to 4pm. There will be music, stalls and the chance to indulge in sandwiches and cake whilst supporting a worthy cause!

Please contact the fundraising team on 772 4521 for tickets or call in at the Fundraising Hub in the main entrance at York Hospital. Please note that tables hold four people and there are seven tables available each hour from 12 til 4pm, so please book your desired time slot. Tickets are £10 each.

Thank you ..

• Paula Deakin and staff from Lilac Ward at Scarborough Hospital who raised a fantastic £138.39 from their cake stall in aid of the Dementia Appeal.
• the nursing team in the Emergency Department (ED) at Scarborough who also held a cake stall to raise awareness of the Dementia Appeal and raised a massive £280.10.
• ED staff at York who took the time to welcome Becky Adams who sadly lost her baby daughter Ocean last year. Becky has been fundraising for resuscitation equipment in ED and was able to raise a fantastic £1,215 through a family fun day.