Emergency care praised

York and Scarborough Emergency Departments perform ‘better’ than national average in survey.

The results of the 2012 Accident and Emergency Department survey have revealed positive findings for both Scarborough and York Hospitals.

This survey forms part of a series of mandatory surveys by the Care Quality Commission (CQC).

Eight hundred and fifty patients from both York and Scarborough Hospitals who visited the departments in March 2012 were sent a postal questionnaire about their experience.

Kay Gamble, Patient and Public Involvement Specialist, explained: “As with all patient experience surveys, this national Emergency Department Survey provides a valuable insight into the care experienced by service users at both York and Scarborough Hospitals and further allows us to benchmark against our peers and also against our results from the last survey in 2008. “The findings are very positive with a number of our scores placing the Trust in the ‘better’ category nationally.”

Steve Reed, Directorate Manager for Emergency Medicine in York, said: “This survey has provided the Trust with excellent feedback from our patients, which has placed us within the ‘better’ category.”

Recent Improvements

Both nationally and locally, Emergency Departments have been the subject of patient experience measures to improve the experience of service users.

– In 2011 the Emergency Department in York commenced a re-design of its Major and Minor pathways which saw the creation of the Urgent Care Centre and the transfer of the Walk in Centre. The re-design had a strong patient and public involvement focus.

– Scarborough Hospital’s Emergency Department has also recently undergone a refurbishment to improve patient flow, reduce wait times and provide a better experience. Improvements include a new waiting area, children’s waiting room, new nurse assessment facilities, minor injuries treatment area and improved resuscitation room. Investments have also been made in additional staff including a dedicated alcohol support worker.
**New blood bank for Bridlington**

A new blood bank has been purchased as part of the ongoing investment of Bridlington Hospital. The state-of-the-art blood bank replaces the hospital’s existing bank and will enable blood donations to be stored and preserved for use in blood transfusions. The new blood bank is located on Waters Ward where it can be monitored 24 hours a day.

Jackie Davy, Blood Transfusion Manager at Scarborough Hospital, explained: “We are delighted to have taken delivery of a new blood bank for Bridlington Hospital. The installation of a new blood bank at Bridlington is part of a major investment taking place in blood transfusion facilities across the Trust. In July 2011, we undertook a joint procurement exercise to replace the main frontline analysers at both York and Scarborough Hospitals. Scarborough’s new analyser was installed in November this year with two more identical analysers being provided for York in the New Year.”

**Emergency care survey**

FROM April 2013 the implementation of the Friends and Family Test will see all inpatients and those accessing Emergency Departments – but who are not admitted – being offered the opportunity to answer the question “Would you recommend this ward or department to your friends and family if they needed similar care?” All data will be published monthly, both locally and nationally, and will help us to assess our patients’ satisfaction with our services as part of a wider programme of work around patient experience. All adult inpatients (excluding maternity) will be given the opportunity to take part. Further information about this test will be communicated over the coming weeks.

FROM April 2013 the implementation of the Friends and Family Test category in a number of question areas. This is an excellent achievement for our departments at Scarborough and York, following changes to both sites.

“We are pleased to hear that people who use York’s Emergency Department report that it is one of the cleanest in the country. Additionally, patients reported that staff had explained their results in a way that could be easily understood – placing us in the highest score achieved nationally.” Scarborough Hospital was reported to be ‘better’ than most other trusts when it came to patients leaving the department, with staff giving clear information on when they could resume their usual activities. Staff at Scarborough were also ‘better’ than most other trusts at communicating what signs patients needed to watch out for regarding their illness or treatment.

Kay continued: “We will now consider further the key priorities that the survey has identified to take forward at both sites.”
Earlier this month following a £500,000 programme of refurbishment the original Graham Ward at Scarborough Hospital reopened its doors.

The 19-bedded medical ward which is situated on the first floor of the North Building, opposite Pat’s Place, is once again being known as Graham Ward.

The ward previously known as Graham Ward, situated on the second floor of the North Building, has reverted back to its original name of Ann Wright Ward.

Pamela Hayward Sampson, Head of Nursing at Scarborough Hospital said: “We are delighted that Graham Ward has reopened its doors. Nursing and domestic staff worked extremely hard to ensure that it was ready to open on time. We are very grateful for all the extra hours that staff put in over Christmas and New Year to make this happen.”

Graham Ward will reopen for a period of four months to cater for medical patients over the busy winter months.

The refurbishment of the ward is part of the significant investment that is being made to upgrade the healthcare facilities at Scarborough Hospital.

Andrew Bennett, Head of Capital Projects, explained: “In addition to providing additional ward accommodation to help the Trust cope with an increase in patients during the winter season, the ward will also provide a decanting facility that will be vital in order to facilitate the future re-development of the hospital.”

Work on the 19-bedded ward started at the beginning of October and comprised a complete replacement of the majority of the engineering infrastructure supporting the ward as well as the internal fixtures and finishes.

The ward has been fitted with brand new flooring and has been completely re-decorated throughout.

Work included the installation of new bathroom and toilet facilities and has incorporated energy-saving initiatives such as state-of-art LED lighting, new double-glazed windows and building management system controls.

Andrew continued: “The ward features state-of-the-art patient furniture to help improve the patient experience. The bedside lockers, tables, drip stands and patient chairs were purchased from the Design Bugs Out/ EClean ranges of furniture to further reduce the risk of hospital-acquired infections and to try to make a patient’s stay as comfortable as possible.

“The refurbishment has also included the development of segregated sleeping and washing and toilet facilities so that male and female patients can be accommodated without comprising their privacy and dignity.”

HYMS@10 event

There has been an overwhelming response to an event to celebrate HYMS@10. The event, which is taking place at Scarborough Hospital on 30 January 2013 starts at 6.30pm with a buffet and drinks reception.

Speakers include the Thackray Museum who will give a history of health and medicine, Dr Mike Hughes who will talk about his ‘HYMS Experience’ and Mr Phil Perry who will talk about HYMS in Scarborough.

Places for the event are nearly full, however, if you are interested in attending please contact ellie.tomlinson@york.nhs.uk.

To view the evening’s full programme visit Staff Room (http://staffroom.ydh.yha.com/news/local-news/scarborough-hyms-10-programme/view)

Beds reopen at Malton Hospital

As part of the Trust’s winter planning, ten beds have been temporarily reopened on Ryedale Ward at Malton Hospital.

Mike Proctor, Chief Operating Officer and Deputy Chief Executive, said: “This is part of our commitment to make the best use of all of our facilities, providing care closer to people’s homes.”

The additional beds will reopen for a period of three months to cater for medical patients over the busy winter months.
Round-up of activities

Latest news from the Star Appeal

The Star Ball
THE Star Ball will take place on Saturday 15 June at the National Railway Museum in York to raise much needed funds for The Star Appeal. The theme of the evening will be ‘sparkle’ to add a touch of magic to the evening.

Hosted by Viking FM presenter Chris Marsden, the evening will start at 6.30pm for a drinks reception, followed by a three-course meal, raffle, auction and casino. Fantastic live music will be provided by North Yorkshire’s popular band The Mojos so you can dance the night away. Tickets for the ball cost £55 each and tables of 10 are available at a cost of £500.

Race night for the Star Appeal
A CHARITY Race Night will be held on Tuesday 26 February at the Post Office Club in Marygate, York in support of the Star Appeal. The evening starts at 7pm with the first race taking place at 8pm featuring eight horse races with cash prizes and a raffle. Tickets cost £2 (which include entry into a free prize draw).

St Crux
A FUNDRAISING event with stalls and refreshments will be held on Thursday 28 February at St Crux Church, York. Please join us. Donations welcome.

First phase
The first phase of work on the Stroke Unit has been completed thanks to the Star Appeal which has now raised £130,000.

While the appeal aims to raise £300,000 staff are delighted as the project comes to life with the first milestone of the installation of track hoists throughout ward 39.

Unwanted gifts?
THE Charity is appealing to staff to donate unwanted Christmas presents to help raise funds. The gifts will be used as raffle and tombola prizes at a number of upcoming fundraising events. Please drop your items off at the Volunteering and Fundraising office on the main corridor of York Hospital or contact Lucy Lowthian to arrange pick-up.

York 10k
MAKE your New Year’s resolution to get active and take part in the 2013 Jane Tomlinson York 10k in support of the York Teaching Hospital Charity.

The charity is an official partner of the York 10k for the next three years and has 30 places to fill in the 2013 run. The race will begin at 9.30am on Sunday 4 August from The Knavesmire at York Racecourse. A £20 deposit will be needed to reserve your place and a minimum sponsorship of £50 (cheques need to be made payable to ‘York Teaching Hospital Charity’). Sponsor forms and a running vest will be provided.

Pickering quiz
THIS takes place on Thursday 7 March at the Sun Inn, Pickering, and will raise money for the Special Care Baby Unit in Scarborough.

Charity concert
ASHVILLE College in Harrogate has organised a Charity Music Concert on Thursday 14 March at 7pm at the Royal Hall in Harrogate in support of the Harrogate Share the Care Appeal.

Tickets cost £10 for adults and £5 for children. Tickets can be bought by contacting Ashville College on 01423 566358.

Chair donated to cancer centre
A £300 portable wheel chair was donated to York Cancer Care Centre by Eden Mobility who provide specialist equipment for the unit.

The donation came about when Claire Thompson, administrator for the Cancer Care Centre, mentioned to the local Eden representative that they would love to have a lightweight and portable wheelchair in the unit for families to use. Claire said: "It was a chance remark that has had a fantastic result for our patients and their families. We’re all delighted – and it goes to show if you want something just ask!"

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Yorscreen leads the way

Team: from left, Denise Robson, Project Co-ordinator; Di Schofield, Office Manager; Angela Burden, Project Support Officer; Sally-Ann Lea, Nurse Specialist; Tanya Qualter, Nurse Specialist Team Leader; Lauren Almack, Project Support Officer

DID you know our Chlamydia Screening Programme – Yorscreen – is continuing to lead the way in providing young people across the county access to chlamydia screening and treatment?

We were one of the first areas to introduce a postal treatment service which is not only proving to be the preferred method of treatment for many young people but is helping to improve efficiency and reduce costs.

Patients with a positive chlamydia result who are tested through Yorscreen are offered a choice of treatment venues, either a GUM clinic, their GP, the Chlamydia Screening Office (CSO) or via post.

Liz Hare, Chlamydia Screening Programme Coordinator, explained: “Telephone consultations and postal treatments are becoming increasingly popular with asymptomatic patients who work or have limited access to transport and are unable to easily access services, or who live in rural areas of the county where service provision is limited. “As well as being a popular option for our patients, it has helped save a significant amount of time and money, as we no longer need to send our nurses around North Yorkshire in order to provide treatments in person.”

A recent audit of the postal service showed that out of a total number of 112 patients treated by the CSO during the period April to June 2012, 43 (38.4%) opted to receive a postal treatment.

Of the 43 patients who received postal treatments, 100% were treated within 30 days of specimen collection, with 81.4% treated within 14 days. Partner notification outcomes were marginally better with a telephone consultation, rather than face to face, so there was no compromise in the quality of care delivered.

Liz continued: “We are always looking at ways to improve our service and to increase the numbers of people being screened. “By the end of the school year our peer support worker Lauren will have visited nearly every secondary school and Further Education college in North Yorkshire to deliver ‘teach and screen’ sessions, and we are about to start work with a youth marketing agency who will be undertaking research with young people in Scarborough, a high risk area, to find out how they want to be communicated with. “We are not afraid to push boundaries with our campaigns in order to increase take up of our service. ‘Our Piece of P*ss’ campaign proved to be popular with young people and our viral marketing campaign ‘Fanny and Jonny’ recently won a communications award.”

For more information about Chlamydia Screening and Sexual Health Services in North Yorkshire visit www.yorsexualhealth.co.uk

Vote for Ellie!

WELL done to Ellie Hodge, Staff Nurse for Cancer Services, who has been shortlisted to the final four, out of 150 nurses nationally, for the Nursing Standard awards in the patient choice category. Ellie was nominated by two individual oncology patients for outstanding quality of care, and the difference she makes to patients who embark on the roller coaster of cancer treatment.

Ellie, along with her colleague Tracey Whitewood-Moores, won the Excellence in Patient Experience award at last year’s Celebration of Achievement Awards. Voting opens on 23 January and closes on 1 March, with the winner decided by the general public. The award ceremony will take place at London’s Victoria and Albert Museum on 12 March 2013.

To vote for Ellie to win this well-deserved award go to http://nurseawards.rcnpublishing.co.uk/patients-choice.

Award for Malton engineer

AN ENGINEER who successfully fought against the elements to keep Malton Hospital in action when the region was hit by freezing conditions has been rewarded by his company.

Jon Burn from Ganton in North Yorkshire, battled for 14 hours to keep the hospital’s generator working after power from the national grid collapsed. His efforts ensured that the hospital remained open and was able to care for 50 elderly patients as snow and ice gripped the area a year ago.

Jon is employed by energy services company MITIE who look after the hospital’s heating system. His efforts have been rewarded by his company.

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Feedback on documentation

A NURSING and midwifery documentation review was held in October 2012 at both Scarborough and York Hospitals.

Staff attended from across the organisation to give their feedback on nursing documentation used both in the acute and community settings.

The aim of the day was to engage with staff to find out what works well, what doesn’t and where improvements could be made.

Sarah Fiori, Senior Nurse, Quality and Safety Team, explained: “The rooms were awash, from floor to ceiling, with paper of all different shapes and sizes. It really was a sight to behold! However, it highlighted the fact that there is too much paperwork and that streamlining and standardising the documents we use is the way forward.”

Key findings from the review include:

- Different standards of documentation
- No unified approach to formatting
- Issues regarding photocopying versus printing
- Duplication of information
- Documents not satisfying NMC or Trust requirements
- Multiple versions of the same documents
- Poor governance, ownership of documentation and embedding of new documents in practice
- Different audit formats and documentation policies

From the review, 777 nursing documents were identified, these were divided into 42 categories. The oldest document was dated November 1998. Four of the 30 documents were in date, 124 documents had print codes, so could be ordered from the printers. 653 were photocopied documents and only 30 documents were in date.

Sarah continued: “If the documents were placed end to end the paper would have reached 233.1 metres, which equates to roughly the same size as the UK’s highest building in Canary Wharf.

“Well done to Helen Williams (Scarborough) and Hilary Campbell (York) who each win a box of chocolates for correctly guessing the total weight of the documentation.

“We would like to thank everyone who attended the review and to those who volunteered to be part of the task and finish groups.

We will be contacting those who have expressed an interest in due course.”

If you would like to get involved in this project please contact Sarah Fiori, Senior Nurse, Quality and Safety Team sarah.fiori@york.nhs.uk.

New Discharge Ward at York Hospital benefits staff

YORK Hospital has expanded its Discharge Lounge to incorporate a bed facility, located on ward 24. This will enable almost all patients who are awaiting discharge to be transferred from their inpatient ward.

The aim of this is to free up beds earlier in the day to ensure that patients admitted under the non-elective care pathway can be admitted to a bed and not wait in queues in either the emergency department or our admissions units.

Mandy McGale, Director of Operations for York Hospital explained; “I am delighted the discharge ward has been opened and we are already seeing some wards utilising this facility.

However in order to realise the full potential, ward staff need to transfer the patients who are awaiting discharge as early in the day as possible and Matrons and Directorate Managers are working with ward staff to achieve this.”

Full utilisation of the discharge lounge and ward will lead to:

Benefits to Patients

- Patients who are admitted under the non-elective care pathway will not be delayed awaiting a bed on a ward.
- Patients are cared for by appropriately trained staff who purely focus on expediting their discharge, resulting in less delays to patients.
- Staff can escort the patient from the lounge or the ward to their transport, enabling families to utilise the pick-up and drop-off point rather than parking in the multi-storey.

Benefits to Staff

- Ward staff will experience more planned admissions earlier in the day, reducing the pressure later in the day of trying to discharge patients and receive non-elective patients into that bed.
- Patients’ discharge will be more actively managed earlier in the day to enable transfer to the ward or lounge.
- Those staff working in admission units will see less pressure related to patients awaiting a bed because patient flow will be more streamlined.

To book patients into the Discharge Lounge or the Discharge Ward staff must first speak to the Nurse Coordinator ext 2024.

To contact the Discharge Lounge call ext 6630.

To contact the Discharge Ward call ext 2024 / 6024.
Midwives shortlisted for key RCM Award

WENDY BEAGLES and Audrey Bell, who work in the Midwifery-Led Unit at Scarborough Hospital, have been shortlisted for a Royal College of Midwives award for their work in ‘Promoting normal birth’ through the introduction of sterile water injections for pain relief in labour.

The awards reward the professional excellence, hard work and dedication of the UK’s midwives and will be announced later this month.

The team at Scarborough’s Midwifery-Led Unit (MLU) developed evidence based protocols, cascaded training and a continuous audit trail for the use of sterile water injection (SWI) for pain relief in labour.

Wendy explained: “Many women experience back pain in labour, which is often referred to as a back labour. The pain can be continuous and excruciating often throughout the normal resting phase of a contraction and often influencing the mother’s plan and decisions about pain relief.

“The innovative use of sterile water for injections has been embraced by our midwives and gives women more options for pain relief choices to help facilitate an active labour and increase the chances of them having a normal vaginal birth. This then avoids transfer to the consultant unit and the possible cascade of intervention and the inherent risks that this may involve.

“Commenting on the shortlisting, Cathy Warwick, Chief Executive of the RCM, said: “This year we have had a record number of entries for our awards and the standard has been incredibly high, so I congratulate Wendy and Audrey and their team on getting this far, and wish them luck at the awards ceremony.

“It is so important that midwives and maternity services keep thinking about the services they offer and continue to innovate, as this team has done, so that they can give the most up to date and beneficial care for women, their babies and their families.”

Changes to PTS booking system at Scarborough

FROM 21 January there will be a new process when booking patient transport for hospital outpatient and admission appointments in Scarborough and the east coast.

The changes will be communicated directly to patients in their patient appointment letters and through patient information posters. If staff are asked they can inform patients that they can book their own hospital transport by calling the Transport Call Centre on 0300 330 2000.

Lilian Watson, Head of Patient Access, said: “We are aiming for a consistent approach throughout our organisation. To do this we are changing the system for patients needing to book transport for their hospital outpatients and admission appointments in Scarborough and the east coast to bring it in line with the rest of the Trust.

“This means that staff in those areas will no longer be responsible for booking a patient’s transport. Patients or their representatives can call the Transport Call Centre directly to find out if they are eligible and book their transport.”

The Patient Transport Service (PTS) is available for the non urgent, planned transportation of patients with a medical need. Patients must fit the eligibility criteria to have transport provided and will be assessed through the Transport Call Centre to ensure a fair and impartial service for all patients.

If you have any queries about these changes please contact Lilian Watson on 01904 7725796.
**Bereavement Services Team wins Star Award**

CONGRATULATIONS to the Bereavement Services Team, (Rebekah Boulton and Wendy Brown), Chaplain Stuart Petty, and Staff Nurse Rebecca Mulvana from ward 31 at York Hospital on winning the Star Award for December.

The team made a terminally ill patient’s dream come true by organising their wedding with just a few hours notice. The bereavement suite was converted into a wedding venue and staff organised a reception complete with champagne. Reverend Stuart Petty arranged an Order of Service and performed a blessing and Staff Nurse Rebecca Mulvana baked a cake on the morning of the wedding. Staff stayed until 7.30 so that the family could enjoy their reception. Sadly the patient (groom) died two weeks later but commented on how special the wedding felt and his widow has since sent a letter thanking staff for their kindness.

Runners up include Jacqui Benson, School Nurse, who was nominated for being such a supportive manager. In the face of many changes to school health Jacqui has continued to make her staff feel fully appreciated and even provides them with home made goodies!

Bariatric Surgical Nurse Practitioner David Locker was nominated by several patients for always taking the time to listen and help. David gives up his own time to run the bariatric support group and is praised for being approachable, caring and listening. He has been described as ‘the best representation of what the NHS is about and what it stands for.’

Sister Heather Moulds of ward 39 was nominated for supporting a patient with a particular syndrome, praised for being approachable and easy to talk to during his stay in hospital, even keeping in touch when he was transferred to another hospital. Heather was described as a ‘brilliant human being and an excellent person – the hospital bosses should feel very lucky to have such a professional in their hospital.’

“The bereavement suite was converted into a wedding venue and staff organised a reception complete with champagne”

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**How to nominate your Stars…**

THE Star Award is the Trust’s monthly award for recognising individuals, teams and volunteers for their commitment, actions and achievements within the workplace and nominations are welcome from staff, patients and visitors. It has been running for six months and has been very successful, bringing to the fore some great examples of how teams and individuals within the organisation have demonstrated not only their excellent work but their caring and supportive attitude.

In 2013 we would love to see a greater number of nominations and would like to encourage you to nominate colleagues who have achieved something special, particularly for teamwork.

- Do you know a team that has gone the extra mile?
- Is there an individual who has worked above and beyond their call of duty?
- Or a volunteer who you feel deserves to be recognised?

The Star Award offers you the opportunity to see them rewarded.

Nomination forms can be downloaded from Staff Room or can be found in hard copy on the main corridors of each site. Forms can be returned either by e-mail to awards&events@york.nhs.uk, posted to the Events Team, 2nd Floor Park House, York Hospital or posted in one of the ballot boxes located on the main corridors of each site.

For further information, contact Helen Greenley, Events Co-ordinator on 01904 72 6491 or e-mail Helen.greenley@york.nhs.uk.
Ophthalmic nurses develop training

FED UP with the lack of training courses offered for Ophthalmic Nurses, nurses at York Hospital decided to develop their own course!

The result is the creation of the ‘Ophthalmic Nurse Development Programme’ which was created to ensure consistent, competency-based training and assessment in Ophthalmic nursing at the Trust.

Matron and course leader, Katrina Swires, explained: “We have so many nurses working in Ophthalmology who are keen to learn advanced skills and undergo practical training that following the lack of suitable training courses we decided to design our own.

“As a result of completing the Ophthalmic Nurse Development Programme, we are assured that our nurses are competent to carry out ophthalmic measurements and investigations, in order to support patients and clinicians in clinics and theatres.”

“In a specialty which is becoming more and more technical, the nurses now have the underpinning theoretical knowledge and understanding to enable them to better support our patients.

“We are also assured that patients attending the ophthalmic departments receive care and support appropriate to them as individuals, and not just a patient attending an outpatient department.

“Our nurses also have a greater awareness of the needs of blind and partially sighted people and can act as advocates for them in hospital.”

Staff Nurse Barbara Ball, from the York Eye Clinic, was one of this year’s successful students.

She said: “I have developed my knowledge of ophthalmic nursing and I feel that I am now able to do my job more effectively.

“I am more confident to assess my patients’ ophthalmic needs and to make decisions independently about the care I can offer them.

“I found the course very enjoyable and it makes my job more interesting now that I understand how and why we do things. It has also helped me to develop a particular interest and passion for specific ophthalmic conditions.”

Barbara, together with Staff Nurse Joanne Close who works at the Scarborough Dales Unit, were nominated to receive a prize for demonstrating the most improvement in their clinical practice following completion of the course.

Staff Nurse Denise Davis (York Eye Clinic) also received an award for the most outstanding student – achieving the highest results in her academic work, presentations and practical skills. Katrina continued: “This was the first course of its kind designed and delivered at York Hospital by York ophthalmic staff. Whilst we have identified ways to improve future courses, we are very pleased and proud with the way this course went. Following its success, a second course commenced in September.”

Ophthalmic nurses develop training

Be alert to symptoms of ovarian cancer

THE TRUST is supporting the NHS’s Be Clear on Cancer, ovarian cancer symptom awareness campaign.

The campaign will run from 14 January to 17 March 2013 in Yorkshire and aims to raise public awareness of the key symptom of ovarian cancer – bloating most days for three weeks or more – and encourage women with this symptom to see their doctor.

If ovarian cancer is diagnosed early, it is more treatable.

There are around 5,800 new cases of ovarian cancer in England each year.

It causes around 3,500 deaths in England annually, but this needn’t be the case. Knowing what to look out for could save lives.

It is estimated that 500 additional lives could be saved each year if England’s ovarian cancer survival rates matched the best in Europe.

Possible signs of ovarian cancer include unexplained bloating, feeling full quickly or loss of appetite, pelvic or stomach pain and needing to pee urgently or more frequently than normal.

If women have any of these symptoms most days, for three weeks or more they should go and see their doctor.

For further information about the signs and symptoms of ovarian cancer, please visit nhs.uk/persistentbloating

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It causes around 3,500 deaths in England annually, but this needn’t be the case. Knowing what to look out for could save lives.

It is estimated that 500 additional lives could be saved each year if England’s ovarian cancer survival rates matched the best in Europe.

Possible signs of ovarian cancer include unexplained bloating, feeling full quickly or loss of appetite, pelvic or stomach pain and needing to pee urgently or more frequently than normal.

If women have any of these symptoms most days, for three weeks or more they should go and see their doctor.

For further information about the signs and symptoms of ovarian cancer, please visit nhs.uk/persistentbloating
Hospital launches new DVD for orthopaedic patients

PATIENTS undergoing orthopaedic surgery at Scarborough Hospital are now able to watch a DVD to help educate them about their procedure, what to expect and how they can help aid their recovery.

The DVD has been introduced as part of the Enhanced Recovery Programme, to help educate patients undergoing joint surgery at the pre-operative stage of their pathway. Patients are now invited to watch the DVD at their pre-assessment appointment. Featuring interviews with staff and patients the DVD takes patients through what will happen to them before, during and after their procedure.

Elaine Hayward, Service Improvement Manager, explained: “The team were keen to improve patient information to help educate patients at the pre-operative stage of the pathway. A local company was commissioned to work alongside patients and staff to make the DVD – it has taken months of hard work but we are really pleased with the finished result and feedback from patients is really positive.”

Lorraine Toal, Senior Physiotherapist at Scarborough Hospital, said: “Feedback from patients following the pre-operative education session, which includes a viewing of the DVD has been very positive. The information regarding their joint replacement journey helps alleviate feelings of apprehension and the fear of the unknown.”
IN NOVEMBER, patients past and present attended a coffee morning arranged by the Cardiology Research Team at York Hospital.

At the event Dr Megarry spoke about the importance of research and how it began. He highlighted some of the landmark studies in Cardiology and answered questions.

Patients were given information about how to get involved in research in other ways including through Involve, a national advisory group that supports greater public involvement in NHS, public health and social care research (www.invo.org.uk).

Cakes were baked by the Cardiology Research staff who also helped served tea and coffee.

Feedback from those who attended was very positive with one patient who is currently involved in a drug trial commenting: “It has been lovely – you have really done us proud.

“The best thing about being in the drug trial is feeling well looked after.”

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Work has begun to transform the courtyard area next to the Dining Room at Bridlington Hospital into a memorial garden.

The garden will recognise the dedication of staff members who have sadly passed away. The aim is that it will be a place where staff can not only reflect and remember but enjoy.

The courtyard has now been dug up and stripped back with work starting this month to transform it into a relaxing garden which staff and visitors can enjoy in the summer months as they eat their lunch outside.

The decision was made to transform the area, which also overlooks the Chapel, following the sad passing of colleague and Union Representative Michelle George. Michelle more recently had worked at Scarborough Hospital as a Project Support Worker however had spent a large part of her Trust career working at Bridlington Hospital as a Medical Secretary.

Michelle was an avid supporter of Bridlington Hospital and as well as being a Union Representative for Unite she was Chair of the Fair Treatment Contacts.

Donations from Michelle’s funeral funded a cot for the Special Care Baby Unit at Scarborough. The cot is named ‘Charlie’s Cot’ in memory of Michelle whose son Charlie was cared for on the unit following his birth last year.

New fitted sheets at York Hospital
FROM the end of January York Hospital will be changing to using fitted sheets on the wards. The new sheets are designed to make bed making quicker and easier for staff and to be more comfortable for patients as it reduces creasing and wrinkling.

Prior to the changeover an advisor will be on hand to demonstrate the sheets and answer any questions. Jim Goldthorpe, Technical Sales Advisor for MIP UK who make the sheets, will be visiting wards.

For further information contact either Steven Dodsworth, Improvement Manager on (01904) 72 1046 or Jim Goldthorpe from MIP UK on 07950 025610.

Get travel claims in now!
STAFF are reminded that with immediate effect all travel claims should be submitted within three months.

This is to ensure that the overall expenditure level of the Trust is up to date and monitored in near to real time. It is increasingly important to keep to these rules as the financial environment becomes ever more difficult.

There will be a short period of ‘catch-up’ for staff who haven’t submitted claims recently so all outstanding claims should be submitted immediately.

There may occasionally be extreme circumstances to submit a claim beyond the three months period, such as perhaps a long period of absence or illness.

In these instances all claims will require approval before payment can be made.
One in a million baby arrives in York

On New Year’s Day, midwives at York Hospital helped welcome Grace Loughton into the world – a one in a million baby – as Grace’s mother Sarah was also born on New Year’s Day 24 years earlier.

Commenting in the York Press, Bookkeepers William Hill said the odds on a mother and her baby both being born on the same day were probably a “golden million-to-one.”

Grace was one of three babies born in York on New Year’s Day. York midwives were also kept busy on Christmas Day delivering 13 babies, whilst in Scarborough, there were four Christmas day babies and two New Year arrivals.

Children’s choir lights up Scarborough

The Twilight Choir, a local children’s community choir, set Scarborough Hospital alight on Christmas Eve with an afternoon of carols for the patients and their families.

Donna Winter, Senior Clinical Nurse Specialist for Infection Prevention and Control, who helped to organise the event said: “The older patients on Oak Ward loved the singing; they were thrilled that the children had given their time to sing to them on Christmas Eve.”

The choir raised £74 for the Hospital.

Posada tours York

During advent, a set of knitted nativity figures travelled around York Hospital, visiting a different ward or department every day before arriving in the chapel on Christmas day.

Posada is the Spanish word for ‘inn’, and is also the title of a Mexican Advent celebration.

Panto at York Children’s ward

Earlier this month, children on Ward 17 were treated to a special performance of Dick Whittington by Starlight Pantomimes.

Starlight Pantomimes give poorly children the chance to boo, hiss, cheer and shout and forget for a while about how unwell they feel.

York City bear gifts

York City Football Club once again made their annual Christmas visit to the Children’s Ward at York Hospital to deliver teddies to all the children. Club mascot Yorkie the Lion coaxed a few smiles from poorly children as the players toured the wards and signed autographs.

Christmas round-up

CLOCKWISE FROM TOP LEFT: Little Grace Loughton, who was born at York Hospital on New Year’s Day, the same date as her mum, Sarah. Also pictured is dad, Dave; Panto comes to Ward 17; The Posada visits the Communications Department; York City mascot Yorkie at the York Children’s Ward.