York Teaching Hospital NHS Foundation Trust is working with NHS Blood and Transplant to raise awareness of the importance of organ donation in North Yorkshire. In this special edition of Staff Matters, aimed at Foundation Trust members and our staff, we explain the facts relating to organ donation, share some personal stories, and tell you where to find out more.

Your questions answered

Q: What is organ donation?
A: Organ donation is the gift of an organ to help someone who needs a transplant. The generosity of donors and their families enables over 3,000 people in the UK every year to take on a new lease of life. Transplants are one of the most miraculous achievements of modern medicine. But they depend entirely on the generosity of donors and their families who are willing to make this life-saving or life-enhancing gift to others. One donor can save the life of several people, restore the sight of two others and improve the quality of life of many more. The more people who pledge to donate their organs and tissue after their death, the more people stand to benefit. By choosing to join the NHS Organ Donor Register you could help to make sure life goes on for many others.

Q: Why are more donors needed?
A: Every day three people die while waiting for an organ transplant and many others lose their lives before they even get on to the transplant list. There is a serious shortage of organs and the gap between the number of organs donated and the number of people waiting for a transplant is increasing. Transplants are very successful and the number of people needing a transplant is expected to rise steeply due to an ageing population, an increase in kidney failure and scientific advances which mean that more people are now able to benefit from a transplant. However, the number of organs available for transplant has remained static over the past five years. Only a very small number of people die in circumstances where they are able to donate their organs. Because organs have to be transplanted very soon after someone has died they can only be donated by someone who has died in hospital. Usually organs come from people who are certified dead while on a ventilator in a hospital intensive care unit, generally as a result of a brain haemorrhage, major accident like a car crash, or stroke. The numbers of people, particularly younger people, dying in these circumstances is falling, mainly because of welcome improvements in road safety, medical advances in the treatment of patients and the prevention of strokes in younger people. Another major reason for the shortage of organs is that many people have not recorded their wishes about donation or discussed it with their families. Too few people have joined the NHS Organ Donor Register and made sure that their families know their wishes. While only a very few people die in circumstances which would enable their organs to be donated, many people can donate tissue after their death. Scientific and medical advances in the treatments that are available for patients has led to an increased need for donated tissue.

Q: What is the NHS organ donor register?
A: It is a confidential, computerised database which holds the wishes of more than 16 million people who have decided that, after their death, they want to leave a legacy of life for others. The register is used to help establish whether a person wanted to donate and, if so, what.

Q: Why is joining the organ donor register so important?
A: Adding your name to the register will enable healthcare professionals to carry out your donation wishes in the event of your death.
Focus on... a day in the life of a Specialist Nurse

Specialist Nurses for organ donation are employed by NHS Blood and Transplant and work in hospitals to support staff and families through organ donation. These nurses can often work across two or three hospitals, and are also on call to provide a 24 hour service to support donation if and when organs become available.

Tracey Heron is one of the team of specialist nurses for organ donation supporting York Teaching Hospital NHS Foundation Trust. Here she shares an account of her working day.

"Plan for the day: where to start? Firstly I need to catch up with the audit; I haven’t been on the intensive care unit for a few days due to calls outs to other hospitals. I really need to prepare my presentation for the university in a couple of weeks, and I mustn’t forget the annual report, a job I keep putting on hold time and again!

"As I wander on to the unit I am greeted by the nurse in charge, sadly a gentleman who has been on the unit for a few days has taken a turn for the worse. The medical team has had a discussion and they feel there is nothing more that they are able to do for this young man, and they plan to withdraw active treatment and put him on hold.

I speak to the family and give them all the information they need regarding their option of organ donation. It has to be a fully informed decision.

They did have concerns that they wanted to see Tom without all the tubes and wires, and they were concerned that donation would stop this. I explain that they would be able to view Tom afterwards, and he would look the same whether they opted for donation or not.

After many more questions and heart felt discussions between themselves, Tom’s family felt they wanted to fulfil Tom’s wishes.

It is decided that donation could be an option. I check the organ donor register, Tom signed on two years ago via his GP.

The tube that is helping Tom to breathe is removed, an infusion is running to ensure Tom isn’t in any discomfort, and the curtains around the bed are drawn to give Tom’s family privacy.

"One hour into the operation my colleague Joanne has come to relieve me, as I am not on call today. I know Joanne will look after Tom, and after the operation she will give him a wash and do the hand prints and locks of hair we have promised for his children.

I will ring Tom’s wife tomorrow, as the retrieval won’t finish until the early hours of the morning. I will be able to let her know the amazing gift that Tom has been able to give and answer any questions she may have. I also let her know that I will be in touch in a couple of weeks to tell her a little bit more about the grateful recipients and how Tom has been able to transform their lives with his amazing gift.

"Just before I go home I pop back onto the unit to make sure everybody is ok. Now home for a rest and to see what tomorrow will bring."

Did you know...?

- The first successful kidney transplant was in 1954. The first heart transplant took place in 1967.
- You are more likely to need a transplant than become a donor.
- A donor can donate a heart, lungs, two kidneys, pancreas, liver and small bowel and can restore the sight of two people by donating their corneas.
- Surgical techniques, such as splitting livers, have meant that a donor can help more patients than ever before.
- Donors can also give bone and tissue such as skin, heart valves and tendons. Skin grafts have helped people with severe burns and bone is used in orthopaedic surgery.

Join the NHS Organ Donor Register by calling 0300 123 23 23 or visiting www.organdonation.nhs.uk
Offering apprentices the opportunity to earn, learn and achieve nationally recognised qualifications is good for the Trust – that's official.

Leading the way is the recruitment department who have now provided permanent positions for four apprentices over the past two years.

Charlotte McCracken, Senior Recruitment Assistant, explained: “We would like to encourage more departments throughout the Trust to join us in taking on an apprentice. The apprenticeship scheme is a great way of making sure that our workforce has the practical skills and qualifications we need in our organisation now and in the future. The mixture of on and off job learning ensures the apprentices learn the skills that work best for us.”

Apprentices Matthew Dickinson and Anneka Hardcastle recently completed their apprenticeships, achieving a Business Administration NVQ Level 2, and now have permanent positions in the Trust.

Initially starting their apprenticeships in the summer of 2012, Matt and Anneka’s hard work and dedication has allowed them to gain knowledge in the areas of recruitment and medical staffing as well as developing their skills in wider work-based practices transferable to any administrative role.

Anneka said: “My apprenticeship has been a great experience. It’s been really helpful in developing my skills and gaining a wide range of knowledge through hands on experience.”

Matt added: “After previously working in retail the apprenticeship has offered me a qualification and opened up some real career opportunities.”

Anneka remains in the recruitment department in the role of Recruitment Assistant, while Matt takes up a position within the Workforce Information Team.

Charlotte continued: “The apprenticeship route is one that has been tried and tested within the department with Anneka and Matt being the third and fourth apprentices to gain permanent employment within the department at the end of their apprenticeship. This investment in training apprentices has been key to helping the department develop a high performing and highly motivated team. We would love to see more departments get involved.”

For more information on the benefits of having apprentices please see the ‘Working for us’ information pages on the Trust website.

Departments interested in taking on an apprentice within their team should contact the recruitment department on 01904 724017 or e-mail charlotte.mccracken@york.nhs.uk.

Have you got a story?

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

- Lucy Brown, Head of Communications: lucy.k.brown@york.nhs.uk
- Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk
- Holly Kernot, Assistant Media and Communications Officer: holly.kernot@york.nhs.uk
- Heather Millard, Communications Assistant: heather.millard@york.nhs.uk

3 Security win top award  4/5 Celebration of Achievement Awards  7 Cricket supporters in pilgrimage  8 Fantastic new benefit for staff announced
Selby Hospital’s first open day

THE FIRST Open Day at Selby Hospital was given the thumbs up by staff and the many local people and patients who enjoyed the event. Selby’s mayor was in attendance and was impressed by the effort staff had made with their stands which were imaginative and interactive. He told staff that he was in favour of the town holding more events like this to raise public awareness. Staff also enjoyed explaining about their work and letting people know more about their roles in the Trust. Many are already looking forward to doing it all again next year! The Events Team wish to thank all that contributed, it was a fantastic effort.

My pledge – by Finance Director Andy Bertram

What was my pledge?
My pledge was to do something that I would not be likely to experience during the course of my normal work. I feel privileged in the job I do as I have access to all corners of the Trust and enjoy good relationships with many of the Trust’s staff. So my pledge had to be something different.

Why did I choose this?
When NHS pledge week came round I wanted to choose a pledge that would be interesting, worthwhile, and informative so I chose to shadow one of the Trust’s Consultant Physicians on an acute medical take.

So I removed my watch, rolled up my sleeves, alcohol gelled my hands and joined Dr Border on AMU at 4pm on a Friday evening in April to start the round. The list of patients to be seen was long and the ward was a hive of activity. It was still winter.

What did I learn and what will I change as a result?
Surprisingly to me, the ward round was essentially just Dr Border and myself. The medical team supposed to be with us had all other responsibilities and were all busy.

Communication was still good and each party knew where the other was and what they were doing but I was surprised in the moment that such a busy acute ward round was so unsupported. We saw many patients that evening with Dr Border introducing me as one of the Trust’s directors wanting to observe his work. He checked this was okay with each patient and all agreed. To my surprise patients then wanted to talk to me about their condition and ailments. But even more to my surprise staff wanted me to read ECGs!

The exercise was repeated on Saturday morning with the post take ward round starting at 8am. This time Dr Border was supported by his junior team. I became part of the entourage this time and experienced more of what I was expecting a ward round to be like. Discussions took place with the patients and each case was reviewed by the wider medical team. This was slicker this time with delegation of work, clear support and a team that smoothly assumed roles and tasks in the interests of expediting patient care.

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Refurbishment plans for Scarborough revealed

Plans for major investments to Scarborough Hospital were revealed at a recent event to launch the project. Following a successful bid for funding of £20 million from the Department of Health as part of the acquisition process, plans are now underway to refurbish and rebuild parts of Scarborough Hospital. Plans include changing the old ‘Nightingale’ wards into newly refurbished office space and the demolition of the old modular and temporary buildings.

James Hayward, Programme Director, explained: “Rather than invest significant sums of capital in solely refurbishing very old poorly designed buildings, the investment plan recommends a blend of new build and refurbishment where appropriate.

“A work group has been developed to provide project planning input so that we can review areas where services are currently provided. This will ensure future planning is in line with strategic developments, including future growth potential.”

A brand new purpose built escalation ward is planned with the Duke of Kent and Anne Wright Wards being refurbished to provide space for administrative and support staff. Paediatric outpatients services will also be replaced and the coronary care unit will be transferred to the current Haldane Ward which will transfer to Maple Two.

Areas being reviewed include the current outpatient facilities, Howarth unit, the cardio-respiratory unit, fracture clinic, endoscopy and all other outpatient facilities at Malton, Whitby, and Bridlington. The build work will commence in Spring 2014.

Security staff scoop top industry award

Trevor Goddard (Sales Manager at Optimum Fleet Hire) and York Hospital Security Team representatives Andrew Prangnell and Andrew Hamer with Lois Heywood (OCS Managing Director for Retail Solutions) and Martin Gammon (Chief Executive Officer of OCS UK & Mainland Europe)

THE TRUST’S security team picked up the Dynamic Team Award at the OCS Annual Awards in Birmingham. OCS provides onsite security services for the Trust at York, Scarborough and Bridlington Hospitals. Martin Gammon, Chief Executive Officer of OCS UK & Mainland Europe, said: “The winners here today have all demonstrated true dedication to OCS and their colleagues and have made amazing efforts to support our clients. It makes me feel very proud to have these people as colleagues and I feel humbled to be working alongside them.

“The York security officers have introduced innovative processes to the contract, and have played an active part in the mobilisation of security services at Scarborough Hospital, a contract won from the Trust largely on the basis of their performance at York, by volunteering to work with and train the new officers during the bedding in process. The officers have continuously exceeded the client’s expectations.”

Scarbrough block roof replacement underway

A scheme to replace the Block C roof at Scarborough Hospital is now underway, with work expected to continue until the end of August. The Block C roof is above the hospital’s main entrance. Scaffolding will be in place in and around the main entrance area during the work, and a site compound has been set up on the temporary car park near the west entrance to the hospital, resulting in the loss of a small number of parking spaces.

There may be some minor disruption in and around the main entrance area of the hospital during these works, but this will be kept to a minimum and where possible site deliveries will be planned at off-peak times.

For further information please contact: Martin Aveyard via 2517 (Scarborough extension) or martin. aveyard@york.nhs.uk.
Celebration of Achievement Awards

An evening to remember

Staff from across the Trust gathered together to celebrate those in our organisation who go above and beyond.

The event took place at the Spa in Bridlington and was hosted by the Trust’s directors and introduced by Patrick Crowley, Chief Executive.

Opening the event, Patrick said: “It is great to be here in Bridlington. Although it’s the second year we’ve enjoyed these awards as a single organisation, it is the first time we’ve hosted them outside of York, and I can’t think of a more fitting venue for us to hold this event. “It is fantastic to be able to report that hundreds of nominations have been received during the year, both for these awards and for our monthly star award. It is always inspiring to read the nominations and hear about the contributions staff are making throughout the organisation. “This event, for me, is the highlight in the calendar. Not only because of the occasion and sense of fun and celebration, but also because in recognising the efforts of individuals it gives us the opportunity to reflect on our collective efforts, and to recognise the contributions we all make, every day in our own part of the service. “Clearly not everyone can win, but it is important to recognise that for everyone person in this room who has been nominated, there are a far greater number of people in the organisation who are all working hard every day and putting patients and colleagues first to deliver the best we can for patients, and they too deserve our thanks and praise.”

Next year’s event will take place in June at York Racecourse, with nominations opening in February – so there’s plenty of time to start thinking about who next year’s worthy winners might be!

The 2013 winners and finalists are:

The following awards were judged by a number of panels, and nominations were made by staff and patients.

**Excellence in patient experience**

Winner: Bernie Wood and Carol Bellamy, SCBU Outreach Nurses, York Hospital

“Bernie and Carol not only offer a high quality clinical service, they also provide the emotional support that families often need at such a difficult time, including bereavement support to those who have unfortunately lost their baby.”

Finalists: 
Jenny Senior, Community Case Manager
Mr Chintapatla, Consultant Surgeon, York Hospital

**Living our values**

Winner: Rebekah Walkington, Bridlington Hospital PA

“Rebekah is the heart of Bridlington Hospital. Without Rebekah the first Open Health Roadshow would not have happened or been such a success.”

Finalists: 
Janet Friend, Clerical Officer, York Hospital Emergency Department
Samantha Jackson, Pharmacy Operations Manager, York Hospital

**Unsung hero**

Winner: Elaine Wood, A&E Housekeeper, Scarborough Hospital

“The busy environment with lots of noise and excitement and important people running around saving lives is not Elaine’s A&E. Elaine is responsible for making sure these important people who run around have exactly what they need to help their patients.”

Finalists: 
Janet Mountain, Events Manager
Nigel Ward, Maternity Porter, York Hospital

**Volunteer of the year**

Winner: Breast Friends of Scarborough, Breast Feeding Peers, Scarborough Hospital

“This team of young mothers attend a six week peer support course and now give their own time selflessly to support and help other new mums to breastfeed. The team embrace the Trust’s beliefs and values as demonstrated in their caring and empathic approach.”

Finalists: 
Sue Shepherd-Hodgson, Bereavement Suite Volunteer, York Hospital
Brian Young, Annette Fox and Susan Wellburn, Dining Companions, Ann Wright Ward, Scarborough Hospital

**Enhancing services**

Winner: The Cytology Department Senior Staff, York Hospital

“The team entered a bid in an EU open tender process and also secured a £1.6 million contract to provide the service for the whole of the East Riding and Hull area. In doing this they have had to work through a number of practical and technical issues but have embraced the challenge with determination and a will to succeed.”
Celebration of Achievement Awards

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Finalists:
Vince North, Sterile Services Manager, York Hospital
Karen Maude, Consultant Surgeon, Scarborough Hospital

Efficiency award
Winner: The lean and clean stock management project, York and Scarborough Hospitals
“Project ‘lean and clean’ is a superb example of collaboration between departments across York and Scarborough. All of the departments involved in this project have come together with a shared goal of releasing cash savings whilst improving the quality and safety of patient care.”
Finalists:
Stuart Parkes, Deputy Chief Pharmacist, York Hospital
Ben Mancon-Jones, Consultant Surgeon, Boo Tse, Head of Costings, and Sanya Basich, Finance and Performance Manager

Patient safety award
Winner: Catherine Lunness, Lead Sister, and Dr Jonathan Redman, Critical Care, York Hospital
“Catherine and Jon have been instrumental in rolling out and putting a number of mechanisms in place to ensure that staff have the tools and capability to recognise the deteriorating patient by devising a framework and policy by which the National Early Warning Score can be implemented within the Trust.”
Finalists:
Sister Ann Gray and the ward 34 nursing team, York Hospital
Dr Lynn Ridley, Pharmacy, York Hospital

The patients’ award
Winner: JP Bunyan, Physiotherapist, York Hospital
“My husband suffers with dementia and finds it difficult to follow instructions at times, JP has been constant in his professional caring and encouraging attitude and his kindness has extended to me and my family.”
Finalists:
The renal team, York Hospital
Laura Barman, Junior Sister, York Hospital

THESE SPECIAL AWARDS WERE ALSO PRESENTED:

The Florence Nightingale award
Presented by Libby McManus, Chief Nurse
This award is given in recognition of the behaviours and attitudes we expect both personally and professionally. It is awarded to someone we all (irrespective of our titles) admire and consider a role model. It is given to someone we would trust and want to give us care should we need it.
The winner is: Antonia Moore, Staff Nurse, Scarborough Hospital

The Governors’ award
Presented by Helen Mackman, Lead Governor
This award is chosen by the Governors of the Trust. In a year of change and integration, their award recognises those individuals who have gone the extra mile to support governors in understanding the breadth of services across the new greatly enlarged patch.
The winners are: James Hayward, Programme Director - Capital and Infrastructure, and Mary Weston, Secretary to the Director of Facilities.

The Chairman’s award
Presented by Alan Rose, Chairman
The Chairman’s award is presented to those individuals, teams or organisations who have worked in partnership with the Trust or who have developed working partnerships with other organisations for the mutual benefit of the wider community.
The winner is: Gill Greaves, Arts Officer, York Hospital *
* award collected by Dawn Preece on behalf of Gill Greaves

The Chief Executive’s award
Presented by Patrick Crowley, Chief Executive
The Chief Executive’s award is presented to the individual or team who have made a significant contribution to the enhancement of patient services and the image of the Trust.
The winners are:
Pamela Hayward-Sampson, Head of Nursing
The Organisation Development and Improvement Learning (ODIL)
York Renal Services and the Full Sutton Healthcare Team

The lifetime achievement award
Presented by Patrick Crowley, Chief Executive
This award is presented to those individuals who have given a long term commitment to the Trust through their continued contribution and excellent service.
The winners are:
Andrew Foster, Chaplain, York Hospital *
* award collected by Stuart Petty on behalf of Andrew Foster

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HYMS@10 bike ride
BIKE@HYMS 24 hour cycle ride took place on Friday 7 June where cyclists were challenged to travel 250 miles in one day as part of the celebrations to mark the 10th anniversary of the Hull York Medical School. The plan was to visit all of HYMS main teaching locations by bike taking in Scarborough, York, Goole, Scunthorpe, Grimsby and ending the ride at the Castle Hill Hospital in Hull.

The BIKE@HYMS team was made up of students and staff of the medical school, together with colleagues from our partner organisations, the University of Hull, the University of York and the NHS. Congratulations to the whole team who raised funds for local hospices and student bursaries.

Whitby music
PATIENTS in the stroke and elderly rehabilitation wards at Whitby Hospital will be treated to a musical interlude every week thanks to lottery funding. Jo Davis, Arts Coordinator for HAFNEY (Hospital Arts for North East Yorkshire), said: “We are delighted to have received funding from Awards for All, a Lottery grants programme that funds small, community-based projects across the UK, for a program of music in the stroke and elderly rehab wards in Whitby. “The programme will run for six months and include Christmas. We have had sporadic music events in both wards and Day Unit over the last ten years but this serves to be a pilot project for a further bid to The Big Lottery for a similar project rolled out to all the Trust hospitals.”

The events begin in July and continue for six months every Tuesday and Fridays on ward 3 and Abbey ward.

Tour of MRI celebrates six months
MEMBERS of the Trust’s corporate directors team were given a tour of the new facilities now available to patients needing an MRI scan at York to mark the six month anniversary of the new unit. The Trust has invested a total of £2.45m and, as well as an extension to the building, the scheme also included the installation of a brand new state-of-the-art scanner. Chief Executive Patrick Crowley, Finance Director Andrew Bertram and Director of Human Resources Peta Hayward were intrigued to see the working unit and saw first hand how the investment was benefiting patients. Andrew Bertram said: ”It’s very satisfying to see the end result of all the planning and investment that goes into improving our services. Everybody involved has done a fantastic job in bringing everything together to offer patients such fantastic facilities.” Steve Mackell, Directorate Manager for Radiology, added: “This was a huge undertaking for the Trust and in particular the Radiology Department but we are delighted with the results. Up to 50 patients a day can now be scanned including those requiring more complex examinations. “A brand new reporting suite where doctors can study and write up results in a special quiet area has also been created and the patient reception area has been given a facelift.”

Dermatology open day offers mole check
THE Dermatology Department at York Hospital is opening its doors and encouraging the public to be ‘skin safe’.

A special ‘Skin Watch’ open day is being held at the hospital on Saturday 20 July, where nursing and medical staff from the department will be on hand to offer advice on how to check moles, and will be able to look at any skin changes that are causing concern and offer advice. There will also be a poster display. Dermatological complaints account for around a fifth of all GP consultations.

Dr Calum Lyon, Consultant Dermatologist at York Hospital, said: “We want to offer the public the opportunity to learn about the signs to look for that might be a sign of potential skin cancer or skin disease. Skin cancers are more common in the UK than all other cancers combined, and early detection gives the best chance of effective treatment. Our team will be happy to answer everyone’s questions on the day and to examine any skin complaints and offer advice. It is important that people keep an eye on their skin, and any moles in particular, and to know the signs and signals that might indicate cancer or other skin diseases.”

The event is free and takes place at the Dermatology department off the main corridor at York Hospital 10am until 3pm. People are welcome to drop in at any time.

Patsy Rowley retires
SENIOR Midwife Patsy Rowley has retired from the Trust after 30 years. Patsy has been employed by the NHS since 1977, starting her career in Middlesbrough as a student nurse, and once qualified moved back to Scarborough where she was born and bred, her family being very well known in the old town. Patsy has worked as a midwife in the Trust at the old St Mary’s hospital, the old maternity unit on site in Scarborough and also the current unit. In recent years Patsy has been labour ward manager and an appointed Supervisor of Midwives, helping others to benefit from her vast knowledge and skills. She has also taught many students during her career.

Freyja Oliver, Matron for midwifery at Scarborough Hospital, said: “None of us could hazard a guess as to how many babies Patsy has delivered over the years! Patsy always makes time to support colleagues and women alike, and we all agree she is the person you want to see in a crisis. She remains the life and soul of the party on any occasion, and her retirement does truly feel the end of an era. All Patsy’s colleagues past and present would like to wish her a very happy retirement.”
Do you know how to raise concerns?

Whistleblowing is very much in the news after the publication of the Francis report, but do you know what whistleblowing is? Do you know what concerns should be raised? Do you know how to raise concerns and how the Trust is committed to respond to these?

The safety of patients and the quality of their care is the Trust's first priority, and we want to hear from staff when you are aware of instances when we have fallen short of the standards we set, or circumstances that could have led to this. The Trust is completely committed to listening to your concerns, investigating them and responding appropriately.

The framework and procedure for raising concerns is covered in the Whistleblowing Policy and Procedure which is available on Staff Room under Corporate Documents. This document is currently being reviewed with staff side representatives to ensure that it is fully fit for purpose, meets recent statutory changes and supports the ethos of the lessons from the Francis report.

We would like to hear your experience of using the policy and raising concerns, what has worked well, and how you think the policy and its application could be improved. If you have had concerns at work and have not raised them, what have been the obstacles to this? Over the coming weeks, if you would like to contribute to the review of the policy, please talk to your union representatives about this.

You can also contact one of the policy leads in HR, Dominic Barnes (dominic.barnes@york.nhs.uk) on extension (772) 5320 or Lorna Smith (lorna.smith@york.nhs.uk) on extension (772) 6319.

For more information or advice about whistleblowing, please talk to your union representative or HR. You can also access the NHS Whistleblowing website (http://wbhelpline.org.uk/) or helpline (08000 724725).

Cricket supporters in pilgrimage to early home of cricket

THIS YEAR Yorkshire County Cricket Club celebrates its 150th anniversary, and members of the Supporters’ Association marked the occasion by visiting every site in the county at which the club has played first-class cricket over those 150 years – including York Hospital! The former ground stood on the Wigginton Road site, with the Pavilion located where the laboratory block currently stands. Only one first class match was played at the ground in 1890 against Kent, with Yorkshire winning in two days by eight wickets.

Six cars set off from the Headingley ground and between them visited 20 existing and former grounds.

Val Flower obituary

STAFF held a memorial service at York Hospital Chapel for a much loved colleague and friend, Val Flower, who recently lost her battle with cancer.

Val began her training in York in 1977 at the age of 18 and went on to become a staff nurse in theatre and more recently in breast surgery theatre.

Tributes were paid to Val’s courage in the face of her illness, her reputation for never having a bad word to say about anyone, and for being loved and respected by all who came in contact with her.

Former colleague and fellow theatre nurse Irene Bevan said: “Val will be missed by all who knew her. Everyone loved her and she was an inspiration to us all.”

New uniforms

STAFF at York Hospital may have noticed the speech and language therapy team sporting smart new uniforms on the wards. With a white tunic trimmed with black and black trousers (or black polo shirt and black trousers for men) the team are now much easier to identify on the wards and no longer have to rely on their name badge alone.

Lynda Joyce, speech and language therapist, said: “It’s much easier to distinguish our role and helps other staff to identify us. We now feel much more part of the team as we work in a multi-disciplinary role with physiotherapists and occupational therapists.”
Home Technology and Smartphone Scheme provided by Let’s Connect.

The Trust launched a Home Technology and Smartphone salary sacrifice scheme designed to make it easier for staff to have the latest computing technology to use in their home.

The scheme is only open for set periods within a year. The first period opened on the 19th June for a limited period, so hurry – you’ve got until 29 July to place your order!

The scheme is intended as a benefit to all permanent staff who wish to have access to a range of electronic equipment for their own use and their families.

The scheme provides staff with the opportunity to obtain leading makes of computers, tablets, Smartphones as well as Smart TVs with significant savings off manufacturers’ RRP with no credit checks and no deposit.

The scheme is convenient and affordable with a fixed reduction to salary over a period of either 24 months for Smartphones and 36 months for Home Technology with a saving on tax and National insurance.

There is a range of products:

- An iPad, iPad mini and Apple Macs including iMac, MacBook Air and MacBook Pro
- A range of full HD and 3D Smart TVs from Samsung
- Laptop and desktop computers from HP and Samsung
- Choose from the latest Smartphones from Apple, Blackberry, HTC, Nokia and Samsung

A range of tariffs to suit all budgets

The Salary Sacrifice Guidance and Scheme Guide are available on the Staff Benefits pages on Staff Room which inform Staff of the impact a salary sacrifice scheme may have on pension rights, social security benefits, statutory payments and tax credits.

For more information or to place your order go to https://lets-connect.com/yth2013 or Staff Benefits pages on Staff Room. Don’t miss out – order by 29 July 2013.

For advice on choosing a package, please call Lets Connect help desk on 08444 821 860.

Fabulous new benefit for staff

It’s fun to be fit - full week of activities for kids

A WHOLE week of fun activities for children took place in Scarborough, Whitby and Ryedale this July to encourage their interest in getting fit, keeping healthy and living longer.

To coincide with National Childhood Obesity Week, the Trust’s children’s dietitians in Scarborough and local leisure providers teamed up to offer a variety of free or low cost activities for children and young people of all shapes, sizes and fitness abilities.

Claire Ramsey, Paediatric Specialist Dietitian from Scarborough Hospital explained: “We wanted to introduce children and families to a variety of activities to encourage them to get active. This is the first time we have run the scheme and we are really grateful to the local leisure providers for working so closely with us. We have it running in Scarborough, Whitby and Malton which is very exciting.

“Children over the age of five need to be active for at least 60 minutes everyday on top of any activity they do in school. Introducing our children to new and exciting activities can spark their interest in getting fit, keeping healthy and living longer.

“Nearly one in three children in the UK are obese but their families may be unaware of the problem. Long-term health conditions such as type 2 diabetes can develop in the future but during childhood overweight children can develop joint problems and sometimes find it difficult to keep up with their friends. Eating healthily is very important but increasing activity will help improve health, fitness and self-esteem.”

Claire Ramsey, paediatric specialist dietician, with Jay Rowley of Malton Community Sports centre where activity classes were held to combat obesity

Picture courtesy of Malton Gazette
**Introducing the learning disability nurses**

The Trust’s learning disability nurses Nicola Cowley and Ben Haywood provide support to care for patients with a learning disability when they have to attend hospital.

Nicola and Ben provide support for all hospital attendances be that in-patient, out-patient or day surgery and also offer advice to hospital staff. They are able to help by explaining the patient’s communication needs, liaising with family and carers, and discharge planning.

Anyone can make a referral where the patient will be assessed to find out how care can be given, the best way to suit their needs, and to co-ordinate any reasonable adjustments to make this easier. Following assessment they will provide staff with a Needs Summary which should be referred to during a patient’s stay or appointment.

The learning disability nurses can also give one-off tutorial training to hospital staff and support in capacity assessments. They are available to attend Best Interest meetings and address any safeguarding concerns.

Ben explained: “Patients with learning disabilities have particular needs and concerns so we are here to answer their questions and give advice and information in a way that is appropriate to them. We can help them make plans and get information for staff, and if their visit is planned we can arrange to see the patient beforehand to explain everything.”

Nicola and Ben are available Monday to Friday 8am – 4.30pm and are currently seeking link staff on wards and departments to support them out of hours.

Nicola said: “It is such a big help to patients with learning disabilities and to staff and carers when they have someone who understands their problems. We would love more people to come forward to help provide cover when we are not available. Full training will be given on assessing the patient and providing support to colleagues to care for a patient with learning disabilities.”

Nicola Cowley has been a learning disability nurse since 2004 and has worked at the Trust since 2009 providing support to people with learning disabilities to access acute services. Ben joined the Safeguarding Adults Team in September 2012 with a joint role of supporting patients with a learning disability and providing safeguarding adults support to staff. Ben qualified as a learning disabilities nurse in 2011.

Anyone interested in becoming a link advisor for learning disabilities can contact Nicola (772) 6296 and Ben on (771) 6217 or email Nicola.Cowley@york.nhs.uk, Ben.Haywood@york.nhs.uk

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**Trust phone numbers - a guide**

Confused about how to make internal calls between sites? Unsure of how extension numbers work? This guide should answer your questions!

**Why do we need to add a prefix to an extension number?**

When York and Scarborough’s phone systems merged onto a single system, some of the extension numbers were in use in both York and Scarborough, meaning that in some cases two people had the same number. To solve this problem a prefix number was added (one for York, one for Scarborough).

To dial a colleague in Scarborough prefix the extension number with 771 and to dial a colleague in York prefix the extension number with 772.

**How does it work?**

Here’s an example:

- Bob is based in York Hospital. His extension number is 1234.
- His colleague Ann is based in Scarborough Hospital, and her extension number is 5678.

If Bob in York wants to call Ann in Scarborough, he will dial 771 5678.
If Ann wants to call Bob, she will dial 772 1234.

**What about people who call from outside the organisation?**

This change does not affect people dialling in from outside the Trust, this is just a prefix to your existing phone extension and should only be used for internal calls.

**Do I need to let people know?**

You don’t need to let anyone know, because your actual number will not have changed. You just need to use the correct prefix when dialling internally.
You may want to update your contact details in your email signature in Outlook (if you use one) to reflect your full extension number so that colleagues can easily see which number they can reach you on. It is also a good idea to include the number in full, including the area code, so that people from outside the Trust also know which number to call.

**Does this apply to all of our sites?**

At the moment, this only applies to York Hospital, Scarborough Hospital, and Selby Hospital numbers. In the future it will be rolled out to Whithby, Malton and Bridlington, and we’ll let you know when that is going to happen.

**Any questions?**

For further information or assistance please contact the service desk on (772)5000 or (771)2414.
Organisational Development and Improvement Learning (ODIL)

WHOEVER you are, wherever you work, ODIL can help to develop you, your team and your service for you and your patients.
Do you know what Organisational Development and Improvement Learning is?
Have you heard of coaching but not sure what benefit this would have? Are you looking to develop your skills but don’t know where to look? Then this might help.
ODIL is part of the Applied Learning and Research Directorate (ALaR).
ODIL supports the organisation to achieve its purpose of providing quality and safe healthcare to its community.
This is done by supporting staff to work in the most effective way they can, by offering opportunities for applied learning and development.
ODIL works with individuals, teams and whole departments to develop the way in which people work together, through coaching and team development.
They also teach tools and techniques that help staff learn about how they can look at the way they run their service and make positive changes using improvement methodology.
ODIL works with staff from all departments and every role, across the whole organisation.
ODIL has now launched their new intranet site, which can be accessed through Horizon (search for “ODIL” in the Horizon search box). This page will provide you with information on the services offered by ODIL.

Courses – what they involve and available dates
Coaching
Meet the Team
Venue information
For further information please contact Sarah Sheldon, Corporate Development Administrative Coordinator on sarah.sheldon@york.nhs.uk / (01904) 72 1040.

Life-saving skills for schoolchildren

A n innovative scheme in Scarborough which teaches local schoolchildren accident prevention, first aid and basic life support has just celebrated educating an incredible 10,000 children to help save lives.
The Scarborough Injury Minimisation Programme for Schools (IMPS) scheme has been running since 2001 and teaches over 1000 local year 6 children each year. The programme has taught valuable life-saving skills to children aged between 10 and 11 years from local schools over the last decade.
During the two and a half hour hospital visit the children have a tour of the Emergency Department and are taught how to prevent and deal with the most common accidents that children of their age are likely to have such as burns and scalds, falls, electrocution, choking, bleeding and road traffic accidents. They also learn how to perform basic life support and how to put individuals into the recovery position.
Programme co-ordinator, Liz Burton, said “The programme aims to remove the fear factor for children should they return as patients as well as teaching them vital first aid skills in order to help themselves, their families and their friends, stay safe.“
We know from feedback that IMPS has given the children who take part the confidence and ability to care for people who’ve had accidents, and also raised their awareness of risky behaviour and the consequences of their actions and choices.”
For the first time children in Whitby will benefit as some sessions are now being delivered at Whitby Hospital.

Research ambassadors wanted

A REGIONAL research network is calling for patients who have participated in clinical trials to become ‘Research Ambassadors’ to encourage more people to participate in, and benefit from, clinical research in all areas of disease and healthcare. The North and East Yorkshire and Northern Lincolnshire Comprehensive Local Research Network is one of 25 local research networks in England that offers patients the opportunity to take part in research. They design and run studies that people are happy to take part in.
Hilary Campbell, Lead Research Nurse, said: “We would like to encourage any of our patients who have been involved in research and understand the benefits of improving services and treatments, to become an ambassador. Some patients and carers feel passionate about research and many are prepared to talk about it with other patients and with care professionals.
“This all helps with the bigger picture of creating good quality research. The better the design of a study, the quicker studies recruit the patients they require and the sooner we get results to improve treatments.”
A recent survey by the National Institute for Health Research (NIHR) found that staff at reception desks in most NHS hospitals did not know who to contact about research in their Trust.
Any staff aware of patients that might be interested in becoming a research ambassador should contact Hilary Campbell on ext 5125 or 1733.
Pressure Ulcer Reduction plan (PURP)

THE RECENT ‘Every Contact Counts’ event launched by the patient safety team saw Health Care Assistants and Maternity Support Workers from across the Trust come together to learn about pressure ulcer prevention and to engage in championing comfort rounding as a way to do this. The successful event was repeated on Tuesday 2 July with a similar event aimed at Band 5 nursing staff and Allied Health Professionals planned for 14 and 28 August.

Sarah Fiori, Senior Nurse, Quality and Safety Team, explained: “The pressure ulcer prevention plan is a huge priority for the Trust and it’s something we take very seriously. We have launched this programme to raise awareness amongst staff and to make prevention of pressure ulcers a priority. There are a whole set of tools and procedures which will help us eliminate this painful and distressing condition.

“Everyone has engaged with the programme across the organisation. We want to keep the momentum going so we will be giving regular updates on our progress and priorities to make sure we are working as effectively as possible.”

COMFE tool
Supplies of the new version of the COMFE tool have now been supplied to all areas. Resources for support workers have also been disseminated - the ‘Early Pressure Ulcer Alert Card’ and Body map. Updated pressure ulcer categorisation posters are now displayed in the clinical areas. Anyone requiring more cards or posters please contact the Quality and Safety team who will be happy to supply (ext 1209, 1216 or 6281).

RCA Process
There is a new revised process for pressure ulcer route cause analysis: ● The current RCA tool will only be used with category 4 pressure ulcers and it is important to note that these are serious incidents which need declaring and are reported externally. ● For all category 2, 3 and unstageable, a ‘pressure ulcer development checklist’ should be performed when the ulcer is identified. This is a checklist which prompts to ensure all interventions are in place to prevent further deterioration and extract learning on why the ulcer may have developed.

For any category 3, 4 and unstageable pressure ulcers, nursing representatives from the area involved will be invited to attend a pressure ulcer panel meeting with the Chief Nurse to discuss learning. This will start in July.

Pressure Ulcer Safety Cross
The Pressure Ulcer Safety Cross is a visual aid in promoting ward compliance with protected mealtimes. Please remember mealtimes need to be protected for all category 2, 3 and unstageable pressure ulcers. The Pressure Ulcer Safety Cross is a visual aid in promoting ward compliance with protected mealtimes. Please remember mealtimes need to be protected.

Prevalence Audit
Annual pressure ulcer prevalence has now been completed and will give baseline data across the organisation (inpatient and community settings) which we have never had before. As soon as results are returned they will be communicated, this is expected to be in August.

Equipment
As part of the plan, equipment across the organisation is currently under review and recommendations will be made in the near future. Joanne Clegg the new TVN assistant for equipment is now in post and eager to work with staff on the York site to assist in providing the right equipment to the right patients. Just give her a call for any mattress or cushion requirements on ext 4941.

Everyone was described as an outstanding doctor and is praised on every level by colleagues for his diligence and kindness and for being a pleasure to work with. Comments include: “His medical knowledge is excellent and the experience he brings to the team is invaluable … He is a great team player and is well liked by countless people in various departments around the hospital… He is always enthusiastic, keen to please and learn and never appears tired, even if he is.”

Runner up, York maternity Health Care Assistant Debbie Powell, was nominated by a patient who spent four weeks in the maternity unit. This patient felt that Debbie had made every effort to ensure she had everything she needed and comforted her at a difficult time, “She made my stay more bearable, making myself and all my family and visitors feel very welcome and comfortable.”

Also runners up were the whole of the Oncology Team at York’s Magnolia Centre who were nominated for their gentleness and compassion by the wife of a patient who had received a devastating diagnosis. They made this family feel individual and special from day one and were described by the patient as feeling as if “a big security blanket had wrapped itself around you”. Jo Love and the lung cancer team were also given a special mention in the nomination. All were described as “giving you the Rolls Royce of care.”

Outstanding doctor is Star Award winner

Congratulations to Dr David Powell, senior house officer in ENT at York, Star Award winner for June who has been recognised for the extraordinary efforts that he puts into patient care. He has been described as an outstanding doctor and is praised on every level by colleagues for his diligence and kindness and for being a pleasure to work with.

Comments include: “His medical knowledge is excellent and the experience he brings to the team is invaluable … He is a great team player and is well liked by countless people in various departments around the hospital… He is always enthusiastic, keen to please and learn and never appears tired, even if he is.”

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Ian elected President

DR IAN JACKSON has been elected President of the International Association For Ambulatory Surgery. Dr Jackson was elected by the representatives of the 20 member countries stretching from Europe and the USA across to Australia, China and Japan. The position is for two years and involves acting as an ambassador for day surgery across the world. To find out more about the International Association for Ambulatory Surgery visit www.iaas-med.com
fundraising

more information

for more charity information or to support an appeal, please contact lucy lowthian (née watson) on 01904 721737 or email lucy.lowthian@york.nhs.uk

round-up of activities

appeal aims to make a difference

sadly, babies are stillborn every day in the uk. the outcome for families is a devastating one, but the charity would like to be able to make the experience that families have, just that little bit easier.

annika and james dowson’s first child gypsy was stillborn on 30 october 2008 in scarborough hospital; she was born 39 weeks five days, weighing 7lb12oz.

annika said: “once i knew gypsy had died, i was taken to the labour ward and put in a room at the end of the corridor. the room was basic; it had a bed for me, equipment for labour and a bathroom that i could use, but nothing for my family. due to the room’s location i could hear other woman going through labour and hear their babies cry. this was such a hard thing to deal with when i knew that wasn’t going to be the same for me and that my baby would not scream, but be born silent.

i tried hard to stay as positive as i could; a comfort to me was thinking that i had prevented another mum or family going through the heartbreak i was going through, naively not knowing that 17 babies in the uk die every day.

“the snowdrop appeal will help other families immensely, saying hello and goodbye to their angels will take all their strength. having a dedicated room away from the main labour ward will help with care and memories that parents will take away with them; it also gives them time to be with their babies and allows family members to meet their baby too.”

you can donate to this appeal by texting SGHM14 £5 to 70070, visit www.justgiving.com/theSnowdropAppeal. if you would like to raise money by organising your own event or volunteering at an event, please email maya.richardson@york.nhs.uk or call 01723 236210.

star appeal reaches £300,000

after an incredible 19 months since launching the star appeal, we are delighted to announce we have now reached our £300,000 target and we’ve officially completed the appeal.

we have managed to reach this target through the fantastic support of the local community including individuals, groups and associations and local businesses. we have also had fantastic support from grant making trusts and a large legacy from a member of the local community has enabled us to complete this appeal.

we want to sincerely thank everyone who has been involved for your fantastic support and we can hopefully complete all work on the unit in the next few months. we look forward to providing you with an update on progress very soon.

junior runners raise cash for children’s ward

the popular annual arena group york mini and junior run is back for a fourth year – and this year will raise money for the children’s ward at york hospital which provides vital care for youngsters and support for their families.

taking place on the same day as the york 10k on sunday 4 august, the event comprises two runs, a 1.5km course for 3 to 8-year-olds and a 2.5km route for 9 to 14-year-olds and is entirely free to enter for all youngsters.

children are simply being encouraged to raise sponsorship for ward 17, the children’s ward at york hospital to replace the existing nurse’s station which is the first point of call for distressed youngsters and their parents. using money raised from run, we will create a new warm, welcoming environment for children and their families.

entries are now open for the arena group york mini and junior runs. go to www. forallevents.co.uk/run-for-all/
Pass it on...

If you have joined the organ donor register, it is important to discuss your wishes with your family and friends. They need to know what you would like to happen after your death so they can confirm your wishes to NHS staff.

If you register your wishes without telling the people closest to you, it may come as a surprise at a time when they are trying to deal with their loss.

Gill Brian’s husband Stephen, a teacher at All Saints School in York, died in 2011 and became an organ donor. Gill and her husband had discussed organ donation and understood each others’ wishes. She has kindly agreed to share her story in the hope that it will encourage others to join the organ donor register and to discuss their wishes with their loved ones.

“Stephen was involved in a cycling accident on October 27th, 2011. Unfortunately he wasn’t wearing a helmet and experienced a serious head injury. Taken first to York Hospital, he received emergency treatment and was then transferred to Hull Royal Infirmary for brain surgery. He was declared dead soon after his arrival there.

“I was immediately aware that as a relatively healthy 46 year old, he could help many others (we had both signed donor forms via the internet and discussed this). I made it clear immediately that the hospital could make any arrangements they wished. Steve had to be kept alive until the next day, so he was kept on life support. Looking back, I am enormously grateful for this. He looked like he was sleeping, he was warm and ‘breathing’, and we were able to say goodbye. The support was removed the next morning and Steve died 15 minutes later.

“The shock of his death is still with me, the family, his friends, his students. He is still alive in our hearts and memories, and his gifts of kidneys, eyes, etc gave others an improved quality of life. He wanted that. I am so glad that he was able to help others – he was a compassionate and loving person.

“I do not regret any of the decisions. I do hope that stories like Steve’s will eventually encourage a change in the law. I do know that many people who know us both have registered for donation.”

Did you know...?

Age-related facts

- The age of people who have donated organs after their death has changed in the past decade with more aged over 50 and fewer younger donors. Older donors are less likely to be able to donate as many of their organs as younger people, as some organs may become less suitable for transplantation as people age, but organs from people in their 70s and 80s can be transplanted successfully.
- The number of people needing a transplant is expected to rise steeply over the next decade due to an ageing population, an increase in kidney failure, and scientific advances resulting in more people being suitable for a transplant.
- The number of living donor kidney transplants has more than quadrupled in the last ten years and now account for one in nearly three of all kidney transplants.
- The oldest solid organ donor ever recorded in the UK was 84.
- The oldest recorded cornea donor was 104.
- The oldest recorded recipient of an organ in the UK was an 85-year-old kidney patient.
- The oldest recipient of a cornea transplant in the UK was 104.
- Repeated surveys show that the majority of the public support organ donation. The last survey conducted in 2003 for UK Transplant showed that 90% of people support organ donation.
- 30% of people on the NHS Organ Donor Register are aged between 16 and 25 when they join.
- A further 24% are aged between 26 and 35.9% are 30 when they join.
- More women (54%) than men (46%) have signed up on the NHS Organ Donor Register.
Please register my details on the NHS Organ Donor Register

Please complete in CAPITAL LETTERS using a black ballpoint pen, place into an envelope and post to:
FREEPOST RRZK-SHUX-SBCK, NHS Blood and Transplant, Fox Den Road, Stoke Gifford, Bristol, BS34 8RR.
*indicates that a field must be completed.

My name and address

Surname*  Forename(s)*
Date of birth* / /  Male □*  Female □*
Address*

____________________________________________________

____________________________________________________  Postcode*

Telephone
Mobile
Email

My wishes

I want to donate: (please tick the boxes that apply)
A. any of my organs and tissue □ or
B. my kidneys □  heart □  liver □  small bowel □  eyes □  lungs □  pancreas □  tissue □
for transplantation after my death.

Signature
Date

Please tick here if you would like to receive future information about blood, organ and tissue donation from NHS Blood and Transplant. □

My ethnic origin

There’s a better chance of getting a closer match and a successful transplant if the donor and recipient are from the same ethnic group. Please tick the ethnic group which best describes you.

White: British □  Irish □  Other □
Mixed: White/Black Caribbean □  White/Asian □  White/Black African □  Other □
Asian or Asian British: Indian □  Pakistani □  Bangladeshi □  Other □
Black or Black British: Caribbean □  African □  Other □
Other ethnic categories: Chinese □  Other □
Not stated: □

Data Protection Assurance. Completion of this form is for the purpose of recording your wishes to become an organ donor. All information provided to NHS Blood and Transplant is used in accordance with the Data Protection Act 1998. Your data may be handled on our behalf in a country not normally covered by EU Data Protection law. If so, we will ensure that the data will be protected by the EU requirements. More information on how we look after your personal details can be found at www.nhsbt.nhs.uk or by calling 0300 123 23 23.

If you wish to amend or withdraw your record from the NHS Organ Donor Register you can do so by calling the Organ Donor Line on 0300 123 23 23, visiting www.organdonation.nhs.uk or writing to us at the address above.