Over the last year, there has been a focus on improving the care of the ‘deteriorating patient’ throughout the Trust, with increased education for nursing staff, and the introduction of electronic observations to improve recognition of deteriorating and sick patients.

In July, a new standardised score for assessing patients on the basis of observations will be introduced. NEWS – the National Early Warning Score – will replace the PAR score.

Catherine Lunness, Lead Sister Critical Care outreach team, explained: “The changes so far have made a dramatic difference to the recognition of unwell patients but we want to go further. Once recognized, the patient needs to be escalated and managed by those who have the skills to deliver best care for our patients. “The calculation of NEWS is slightly different from PAR, and includes whether or not the patient is on oxygen. The score will be automatically calculated by the electronic observation system, as currently, with prompts when a patient triggers a high score. The response will be graded according to the score, with a score of seven or more highlighting the most unwell patients.”

NEWS is the same as the scoring system which is used currently at Scarborough so this means we will use the same system across both sites and eventually in the community. The NEWS system has been developed by a team across the country, the aim being to introduce it to every hospital in the UK. This will ensure that whichever hospital people are working in, all teams will speak the same language. It is particularly important, for example, for a doctor rotating through a number of different hospitals.

Wales and Scotland already use national scoring systems.

In addition, the Critical Care Outreach Team will be on the wards over the coming weeks, explaining the changes and answering questions. Dr Redman (Critical Care Consultant) and Dr Whiteside (Acute Physician) will join the team on the wards during July to

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CONGRATULATIONS to the midwifery team at Scarborough Hospital and MLU who were double winners at the British Journal of Midwifery Awards. The team came joint first for Excellence in Supervision and joint third for Team of the Year at a glitzy ceremony. Continued on page 2

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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
- Heather Millard, Communications Assistant: heather.millard@york.nhs.uk
THE TRUST is one of the CHKS 40Top Hospitals for 2013, for the eleventh year running.

The award is given to the 40 top performing CHKS client trusts. The 40Top award is one of several awards that are part of the CHKS Top Hospitals programme.

As well as national awards for patient safety, quality of care and data quality, CHKS celebrates excellence amongst its clients across the UK. The 40Top award is based on the evaluation of 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

Jason Harries, Managing Director, CHKS said: “We are delighted that York Teaching Hospital NHS Foundation Trust is one of our 40Top Hospitals for 2013. These awards recognise outstanding performance in 22 areas which we believe are critical to delivering good patient care.”

Jason Harries of CHKS presents the award to Andrew Bertram, Director of Finance and Chief Executive, Patrick Crowley

We’re in the 40Top again

Midwives’ double win

Continued from page 1

at the Meridian hotel in London in May.

The accolades came because of their work in supporting the implementation of sterile water injections for persistent back pain in labour.

Freya Oliver, Matron for Maternity Services, Scarborough, said: “This is a fantastic achievement for the team. The project has been so successful that our team are now in demand to train people all over the country in this groundbreaking technique. I am delighted for the team.”

Wendy Beagles, Mlu Manager and Audrey Bell, Midwife

Midwives’ double win

Continued from page 1

Work starts on York labour ward

The eagerly awaited refurbishment to York Hospital’s labour ward has begun and is due to be completed by July.

The ward will see the existing birthing pool and three other rooms refurbished with en-suite facilities and the creation of a second birthing pool room.

Tricia Fowler, Midwife Labour Ward, said: “Unfortunately during this time the birthing pool room will be out of use.

“We appreciate how disappointing this will be for women who would like to use the facility but we are happy to direct people to our Midwife Led Unit (MLU) at Scarborough where there are birthing pools available. We’re really looking forward to seeing the results of the refurbishment and we’re confident it will all be worth it!”

Anyone requiring further information about the labour ward refurbishment project can contact Tricia Fowler 01904 726104 or Lynn Duggan 01723 346124.

PAR in the PARst

Continued from page 1

reinforce the changes.Catherine continued: “In line with NEWS, an escalation policy depending on the score will be introduced, so that the sickest patients are reviewed quickly and escalated to the most experienced doctors.

“The care of the deteriorating patient is the responsibility of everyone, so we want to know what staff think of the changes and how we can improve. We are asking people to speak to the critical care outreach team with their comments or suggestions.”

For more information please contact Catherine Lunness on 01904 72 1989 or Dr Whiteside on 01904 72 1844 at York site or Dr Mensah on 771 2141 at Scarborough site.

Three key changes to improve the care of the deteriorating patient

- The introduction of a National Early Warning Score (NEWS)
- An escalation process to ensure that the sickest patients are seen by the most experienced people
- A deteriorating pathway document to help standardise nursing and medical assessment of some of our sickest patients (developed with feedback from both nursing and medical staff).

An e-learning package has been developed for nursing staff to enhance the awareness of the new score. Please email catherine.lunness@york.nhs.uk or ian.jackson@york.nhs.uk for a link to the e-learning.

For doctors at York Hospital there is the option to attend a teaching session in LaRC seminar room of the following dates:

4 June - 12.00 Larc seminar room 1
13 June - 12.30 Critical care seminar room
18 June - 13.00 Larc seminar room 1
20 June - 12.30 Larc seminar room 1

Critical care outreach team

Midwives’ double win

Continued from page 1

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Critical care outreach team
Big thankyou for 40 years

Staff who have worked for the NHS for over 40 years were recognised at a special long service celebration held by the Trust this May.

Thirteen employees plus their guests were invited to the Churchill Hotel in York where the Chairman of the Trust, Alan Rose, welcomed the guests and congratulated them on their achievement.

After dinner, Patrick Crowley, Chief Executive presented a gift to each of the employees as a thank you for the service they provided, recognising the contribution each person has given to the Trust and the NHS.

An additional gift was presented to the longest serving employee, Ann Grey who is the Sister on Ward 34. Ann has worked for the NHS for 40 years and 6 months, all of which has been served at York Trust.

Ann said: “I have seen a lot of changes within the NHS over 40 years of which most are for the better. People are more open with one another which makes a great difference, as 40 years ago you would never dare speak to a consultant let alone ask their views on anything. The work now is more mentally demanding and challenging and the patients coming through the doors are very sick.

“I started as a pupil nurse to become a SEN then went on to do a three year conversion course to become a RGN which I did as well as working full time.

“I have always wanted to be a nurse from the age of six and would get a nurses uniform for mass then practice on Mum and Dad and I feel privileged that I have been able to achieve my goal through a lot of hard work over the years.”

Special events for those who have completed 25 years service will be held on 4 July at the Palm Court Hotel, Scarborough and on 11 July at the Royal York Hotel, York.

If you think you are eligible for either a 25 or 40 years long service award, please contact Helen Greenley, Events Co-ordinator on 01094 726491 or e-mail Helen.greenley@york.nhs.uk

CPD Trust-wide rollout under way

Changes to electronic patient record systems across the Trust have now begun with a move from iPM, the system used in Scarborough, to CPD which is used in York. The project is well underway, with the latest phase being the introduction of CPD into Scarborough’s Emergency Department (ED) on 23 April followed by an upgrade of York’s existing CPD system in York’s ED on 8 May.

CPD is the electronic patient record which has been developed in York over many years with the help of clinical teams and support staff.

The system has been designed to support clinical care and administrative processes including inpatients, day cases, outpatients, waiting list management, theatre scheduling, pathology and radiology (results plus X-Rays), all available to the appropriate staff member from a single sign on.

Thanks to the skills of the Systems and Networks Team and a great deal of collaboration, the first phase has been successful.

Dr Ed Smith, Clinical Director for Emergency Medicine in Scarborough, said: “We approached the introduction of CPD with a certain degree of trepidation as it was a major system change for us.

“However, with excellent support from the IT team, our staff fully embraced the new system and we are already appreciating the clinical advantages that it has delivered.

“Although it is a new way of working, the entire team can see the benefits with respect to the management of information in the ED and, most importantly, quality of patient care.”

Dr Michael Williams, Clinical Director for Emergency Medicine in York, said: “We have worked closely with IT colleagues to upgrade and refine the computer system here in York which should help us to better manage and improve the patient’s journey, improve communication with GPs and gain valuable information on performance.

“This was a technically difficult exercise which emphasised the importance of close working relationships and understanding of needs.”
**NHS Change Day - David’s pledge**

David Pitkin, Chief Pharmacist for the Trust

What was my pledge?
Each week I will provide direct support to the operational team within the pharmacy at Scarborough, to assist in the delivery of service at a patient level and release staff to developmental activity.

Why did I choose this?
Integration last July saw significant changes to the way we work. The impact was most profound at Scarborough pharmacy where there has been a complete revision of local policies and procedures, a new computer system to get to grips with and an overhaul of medicines management arrangements to name but a few. This, coupled with the fact that we had a very high staff turnover and difficulties recruiting to vacant posts, left a department struggling with its operational workload. I’m proud of the staff at Scarborough pharmacy for their commitment and enthusiasm for tackling all the problems they have faced over the past 12 months. I’m a firm believer in using the challenges that operational pressures pose to develop opportunities to work smarter and more efficiently. You can only do that if staff have the capacity to develop themselves and the service. My pledge was simply about providing some practical support to allow that to happen, in all but a limited way. So, for a couple of hours once a week, I provide pharmacist cover within the dispensary and an afternoon a week to provide clinical cover to the wards at Malton Hospital.

What did I learn and what will I change as a result?
If I was in any doubt, the past few weeks has provided absolute confirmation of the professionalism, dedication and enthusiasm of staff both within the pharmacy and on the wards I have the fortune of visiting. They aspire to deliver excellent patient care under often difficult circumstances due to the constraints imposed by the systems they work with.

Some of the pressure within pharmacy has been relieved by the corporate team supporting the transfer of outpatient prescribing to ‘green’ FP10 stationary which can be taken out to retail chemists. I’m looking forward in the next few weeks to the implementation of CPD into the inpatient environment. This will allow staff in the dispensary and the wards to more effectively track and manage discharge prescriptions through the system and free up pharmacist time for more clinical duties. Even more exciting is the prospect of electronic prescribing and medicines administration (EPMA) and robotics being introduced across the Trust. Aside from some fairly obvious efficiencies this is likely to provide in terms of targeting pharmacist and medicines management interventions and reductions in length of nurse drug rounds, the major benefit will be felt through improvements in patient safety.

My period of hands on involvement has also provided some insights as to how we further develop the service through improving the skill mix on the wards and in the dispensary. We need to move away from a reactive dispensary dependent model of service provision, towards a more pro-active, ward based model. This will be facilitated through the ongoing investment in technology, realising the possibilities that integration has provided and consideration of using those vacant posts in a way that drives service change.

**Dementia Awareness Week**

A recent Dementia Awareness Week highlighted the many initiatives going on around the Trust to help patients with dementia.

Patients with dementia are more likely to need more prompting and assistance with personal care whilst in hospital such as washing, dressing, toileting and feeding and they often find the experience of hospitalisation disorientating. They may have difficulties expressing their needs – for example if they need the toilet or are in pain.

Staff Matters has been around the Trust to find out some of the ways we help staff and patients cope with this distressing condition:

- The Mental Health Assessment and Liaison Team specifically work with patients with mental health problems. At York Hospital there are three full time mental health nurses who visit patients who are referred to them by the wards to assess their condition if, for example, they show signs of memory problems or confusion. This ensures that delays in their treatment are kept to a minimum and has had a big impact on reducing length of stay in hospital.
- Nurses do regular ward rounds of their patients to check whether they need to go to the toilet, have been drinking adequately and have eaten.
- Volunteer ‘dining companions’ assist patients particularly with eating and drinking.
- Dementia Champions Network – provides specialised training so that each ward has a nominated nurse who has an interest in aspects of dementia care and can disseminate best practice to the rest of the nursing staff.
- ‘This is Me’ is a document which is completed for patients with dementia at York Hospital. It is displayed by the patient’s bed and documents that particular patient’s likes, dislikes, preferences, and what they like to be called so that all staff can refer to it.
- The Forget-me-Not campaign - helps patients at Scarborough Hospital with known dementia are highlighted by a forget-me-not flower sticker on their notes and above the bed, so that all staff understand they have dementia and may have special needs.
- We have produced an information leaflet for relatives and carers which gives advice and encourages participation in care and the name of the ward sister and the dementia champion on the ward. Also contact details of external organisations to signpost people to further support and information. This leaflet is given to all relatives and carers on the ward.
- Online training in dementia awareness is mandatory for all staff and gives a basic introduction aimed at improving the journey of a person with dementia when they have to come to hospital.
- Further training includes a national qualification in dementia care for Health Care Assistants. At the end of the programme the learners also have the option to go on and complete a full level 2 diploma in Health and Social Care (General) or level 2 diploma in Health & Social Care (dementia pathway).
- Funds are currently being raised by the York Hospital Charity to enhance the environment of the Elderly ward (ward 37) to create a more welcoming and calming space which is visually stimulating.

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- Funds are currently being raised by the York Hospital Charity to enhance the environment of the Elderly ward (ward 37) to create a more welcoming and calming space which is visually stimulating.
RESEARCH staff across the Trust held a display in the hospital main entrances of York and Scarborough Hospitals to mark International Clinical Trials Day on 20 May. The teams demonstrated some of the 200 plus trials our Trust is involved in which created a lot of interest from staff, patients and visitors throughout the day.

It was also an opportunity to support the National Institute of Health Research (NIHR) “It’s OK to ask” campaign encouraging people to ask whether there was any research they could be involved in both as patients and PPI groups.

The special day marks the first clinical trial carried out by James Lind in May 1747 which evidenced that giving citrus fruit to sailors prevents scurvy. It took another 40 years for it to actually be accepted. If you have any queries please contact the Research and Development Team on 01904 72 6996.

Locals see new Malton maternity

FOLLOWING the official launch of the newly refurbished maternity facilities at Malton Hospital, staff held another event to welcome local people to take a look at the unit.

Guests ranged from local GPs Dr Longworth, Dr Lynch and Dr Jones who attended alongside representatives from the children’s centres and health visiting services as well as the NCT. Women and babies who have used the unit were also invited.

The Malton League of Friends Hospital Charity, which supports services at the hospital by funding and purchasing essential equipment for patients and staff to use, donated parent education resources to the unit.

Jez Kipling, Chair of the Friends said: “We were very pleased to see the maternity refurbishment and are very impressed with the finished unit. It makes it a very pleasant bright and vibrant place for the midwives and staff to carry out the excellent work they do on a day to day basis.”

We do hope everyone enjoys the newly refurbished unit and hopefully it will be well used as Malton has such a positive future in our eyes.”

The charity has just recently purchased a state-of-the-art ultrasound machine which does more in-depth scans and can detect Down Syndrome and has also recently agreed to provide a new digital x-ray machine for the hospital to improve services.

Lynda Fairclough, Lead Midwife on the unit, said: “We’re very proud that the new facilities now represent the high quality care given. It’s been great to hear the lovely feedback from our local mums regarding the care and services they receive from the midwives here at Malton. “We would also like to thank the Mount Hotel for their donation which has provided equipment including a breast pump, two Tens machines, a steam sterilizer and our beautiful commemorative plaque.”

New artwork for maternity unit

TO CELEBRATE the opening of the unit, HAFNEY and the Arts in York Hospital have commissioned artist, Adele Howitt, to develop an arts installation.

The artist has been researching photographs from the local community to help create the work celebrating local heritage and the history of maternity at Malton Hospital.

Kat Hetherington, Art and Design Project Coordinator, explained: “Local people were asked to bring their favourite photographs connected with Malton Hospital’s maternity unit. Those images that mark the special moment of a new arrival, or a magic celebratory moments captured in time and fondly remembered. It will include images of children playing and family time together starting right back to 1948. “The portrayal of community memories combined with the glorious landscape will create a large installation of images, printed materials and ceramics for the new unit.”

A local mum tours new facilities
New pharmacy robot creates big challenge

Work to revolutionise York Hospital’s Pharmacy Department reached a crucial stage recently with the delivery of the new Pharmaceutical Dispensing Robot. After months of construction work to create a new space and prepare the area, the delivery of the ‘Robot’ proved to be the biggest challenge yet.

Because of the size of the equipment the delivery required a huge amount of logistical planning by the project team and other teams throughout the organisation. It involved staff from Pharmacy, Capital Planning, Security, Scothern Construction and specialist contractors ARX.

James Goodman, Capital Planning Manager, explained: “We scheduled the delivery between 10pm and 3.30am to minimise disruption to the hospital. The delivery involved two lorries, one which was articulated, to reverse and park for around six hours to give enough time to offload the Robot and deliver the pallets into the Pharmacy Department.

“Planning around this down-time meant creating a diversion for traffic through the hospital’s main car park. It involved a great deal of teamwork from everyone to ensure the delivery was completed quickly and safely so that the main entrance area could return to normal as quickly as possible. Thanks to all those who worked through the night to make sure everything ran smoothly and went according to plan.”

Once constructed, staff will be given specialised training in using the Robot and it is scheduled to go live at the end of June.

Opening up healthcare in Brid

BRIDINGTON Hospital’s open day, the first of the Open Health events to be held around the Trust, proved popular with visitors as they made their way through the doors to find out more about their local services. Plus it’s a great place to work!”

Cancer care garden shapes up

STAFF from the Cancer Care Centre took advantage of a break in the weather to don wellies and waterproofs and get planting.

Garden designer Sue Lindley with Jane Archer and Michelle Kirkman

New Manager for Bridlington Hospital

WELCOME to Hazel Rees who has recently been appointed as the new Manager of Bridlington Hospital. Hazel, who lives in Bridlington, previously worked as an operational practitioner in Scarborough and Bridlington where she has managed the out of hours service for the towns’ hospitals.

Originally trained as a nurse, Hazel has worked for the NHS for 32 years and has had a number of posts over the years, including various ward manager roles. More recently Hazel has been instrumental in developing the ‘Hospital at Night’ service.

Hazel said: “I am really looking forward to my new role. I have a lot of local knowledge which I hope will be of value as there is so much potential at Bridlington Hospital to improve local services. Plus it’s a great place to work!”

Future confirmed dates are:
- 17 July - York Hospital Open Departments
- 18 July - Malton Hospital Road Show
- 15 August - Scarborough Hospital Open Day
- 19 September - York Hospital Open Day
- 24 September - Whitby Hospital Road Show

For further information or if you would like to be involved in one of the forthcoming Open Health events, please contact Bianca Cipriano on 01904 721006 or e-mail Bianca.cipriano@york.nhs.uk.
Staff Matters

Trust highlighting equality and diversity

Making sure that people are treated with respect and equality has become ever more important to the NHS and this was highlighted by the Trust in a recent NHS Equality, Diversity and Human Rights week.

The theme for the event this year was knowledge and data so Margaret Milburn, Equality and Diversity Facilitator, took the opportunity to capture what equality, diversity and human rights means to staff, visitors and patients. Displays were held at York and Scarborough Hospitals where people were asked give their comments.

Margaret explained: “Suggestions were sought as to what people would like to know about the subject - the information gathered will contribute to future plans of the Equality and Diversity Group.

“Thank you to everyone who took time to contribute especially to those who were very honest and open in sharing that they did not know what equality, diversity and human rights meant to them. We hope that awareness events such as this will promote understanding.

“One thing we were keen to do was to dispel some of the myths around Equality and Diversity. For example the way we ask for information is very important to ensure we can identify any barriers to treating our users with equality while respecting diversity so our complaints form now includes all the protected characteristics to ensure equality and diversity.

We also gather information when admitting patients and employing new staff which enables us to monitor how we reflect our local communities. The more data we have the more accurate our monitoring can be and we would like to encourage everyone to complete this when requested.”

Anyone wishing to pass on ideas or suggestions can email margaret.milburn@york.nhs.uk or call 01904 72 6633.

Myth
“There’s no evidence that equality and diversity has an impact on patient care”

Fact
People perform best when they can be themselves and embedding equality and diversity in everything we do will improve conditions for our staff and patients. A study from Aston Business School in 2011 found that, where high numbers of staff from black and minority ethnic backgrounds reported experiencing discrimination at work, it coincided with lower levels of patient satisfaction. Conversely, patient satisfaction was highest where there were fewer reported incidents of workplace discrimination.

Protected characteristics
Age, disability, gender, gender reassignment, ethnic origin, marriage and civil partnership, pregnancy and maternity, religion or belief, and sexual orientation.

Margaret Milburn, the Trust’s Equality and Diversity Facilitator, has been recognised by York St John University for her contribution to promoting diversity and equality in the community. Margaret received a Diversity Ambassadors Award at the University’s recent Diversity Awareness Day. The awards are shortlisted by students and academics to reward those who have shown dedication to raising diversity awareness. Margaret was described in her nomination as “an innovative and inspired individual with a passion for promoting and celebrating diversity in the public sector.”

New name for early pregnancy assessment

EPAU5, the early pregnancy assessment day service at York Hospital is to change its name to EPAD (early pregnancy assessment unit) to bring it in line with Scarborough Hospital and most other units in the country.

The unit provides assessment and treatment for pregnant women between six and 16 weeks gestation. Women are referred by a health care professional such as a GP or midwife to a clinic setting that has access to scanning facilities.

WRVS invites change

WRVS are celebrating 75 years since the founding of the charity and to mark this they are changing their name to Royal Voluntary Service.

The change comes about to emphasise their support for older people in the community as many people still believe that they only support women or only welcome female volunteers.

The name change is coupled with a new strap line, “together for older people”, which reflects the kindness and practical support – helping over 100,000 older people to stay independent and connected to their communities. The charity has recognised that there are many older women and men who need help and want to encourage the many people who would love to volunteer to join them.

‘We Care’ day

A FREE Adult Care Workforce event will be held in York on Tuesday 25 June 2013. The York Adult Care Workforce Strategy Group are celebrating the Adult Care Workforce in York at the event at the Priory Street Centre, Priory Street, York.

The day will include Workforce Information and Advice Drop-In and a talk on Building a Workforce for the Future.
STAFF BENEFITS AND WELLBEING

A new regular section where you can read more about the benefits that you are entitled to as an employee and how we support the wellbeing of our staff.

Get on your bike for cycle challenge!

This year’s York Cycle Challenge launches on 1 July. It is a fun, free competition designed to encourage people to experience first hand the joys and many health benefits of riding a bike. York businesses compete against each other to see who can get the most staff to ride a bike between Monday 1 and Sunday 21 July.

The challenge encourages people to ride a bike for at least 10 minutes a day.

Zinnia Ritz, HR Manager, said: “Whether you’re already a keen cyclist that wants to set a different goal, a novice, or someone who wants to increase their confidence, this challenge is for you and there is chance to win lots of prizes! For beginners there are free ‘try-a-bike’ events where bikes can be borrowed from the York Cycle Challenge.

Please join our team and let’s beat everyone else in the competition!”

To take part, all you need to do is register online via www.lovetoride.net/york/login, ride your bike and record your journeys!

Contact the Staff Benefits team for more information on staffbenefits@york.nhs.uk

Join us at the Benefits and Wellbeing Day

The Staff Benefits team are hoping to make staff are more aware of the health benefits available through the Trust with two interactive Benefits and Wellbeing days to be held at York and Scarborough Hospitals.

The events will take place on 19 June in York and 22 July in Scarborough and will feature lots of interactive events where staff can find out more about the health and wellbeing benefits available. The staff lottery to win the extra fantastic prize of a Seat Mii car will be drawn on 19 June along with cash prizes totalling £3,125.

At the Scarborough event on 22 July the draw will include four tickets for the Castle Howard proms on 17 August which includes £50 M&S vouchers to fund the picnic of a lifetime.

There will be entertainment at both events including the York Hospital staff choir singing some of their favourite songs at the York event.

Every staff member who attends will be handed a fab jute goody bag with a bottle of water, pen and healthy eating bar. The bag also includes free entry into a prize draw. York staff can win either a fresh flower design donated by Wards Florist, an Autoglym car pack worth £399 provided by D.M Keith Seat Garage, or a family ticket to Eden Camp. Scarborough staff can win a £25 iTunes voucher or a family ticket to York Viking Centre.

The Trust’s own Occupational Health and Wellbeing team will offer staff a free mini health check which includes blood pressure, body mass index and girth measurements and information on healthy living.

Activities on the day include:
- New launch of computers and mobile phone scheme
- Free mini hand and back massages
- Demonstrations from body sculpt fat removal system - pain free and non surgical
- Chance to analyse what colours suit you from House of Colour
- Posture checks and spinal health information by Live Well Chiropractic
- Sample products from Forever Living Aloe products
- Free tester products from Healthy Staff Ltd
- Demo on skin products and make up from Kiki Spa
- New - launch of Eco takeout boxes
- Childcare voucher scheme
- Cycle scheme and Bob Trotter Cycles … and many more.

Please come and find out what your Trust can do for you!

Lunchtime goes green as ‘Eco’ lunchbox launched

THE CATERING team have been working together with Staff Benefits to save money and make the Trust a greener place with the launch of a new ‘Eco’ lunchbox.

With over £7000 spent on take away containers in the Mallard, the teams are appealing to staff to go green and help save the planet (and Trust funds!) by buying your own reusable to-go container.

The Eco-Takeout container is a green alternative to single-use, disposable containers. It is made from recyclable BPA free polypropylene and is reusable.

Pierre Gomez, Retail Catering Manager, said: “We’re asking people to consider a green alternative to our current take away containers. It will help reduce waste and our environmental impact.”

Made of sturdy polypropylene, Eco-takeouts can be reused 1,000’s of times, reducing non biodegradable waste and greenhouse gases. Find out more at the Staff Wellbeing and Benefits Days where the Eco boxes will be on sale at £1.60 for a small and £3.60 large.
Dying matters – raising awareness

A recent awareness week to help improve the quality and range of support and care services available to patients and families affected by death, dying and bereavement was held across the Trust.

Staff promoted Dying Matters Awareness Week which encourages people to talk about this difficult subject so that families and patients can be more open about their wishes towards the end of their lives.

Layla Alani, end of life Lead Nurse said: “The Trust prides itself on attempting to deliver the highest quality of end of life care so we were proud to be a part of promoting this awareness. We wanted to improve and support the knowledge, behaviours and attitudes of staff, patients and relatives so that patients’ wishes are fulfilled. Dying Matters week provided an opportunity to raise awareness and engage with both the public and staff on factors including the delivery of care and advance care planning. These are fundamental aspects when supporting patients and their families through such a difficult time.”

At York Hospital staff created a display in the Mallard Restaurant over three days with a palliative care nurse available to answer questions for patients, relatives and staff. There was also information and a comments box available so that people could give feedback on current issues and services. Members of the community specialist palliative care team also visited all of the wards to discuss end of life issues and support ward staff in their own environment.

Presentations were held looking at issues including the Liverpool Care Pathway, advance care planning and symptom management. In Scarborough a special day was organised at the crematorium with Christine Wilson, End of Life Facilitator, and Dying Matters representative, Colin Nolan along with other partner groups including the hospice, local solicitors and undertakers.

Members of the public and staff were given the opportunity to explore issues around dying and had the opportunity to ask practical questions on planning for a funeral, making a will and the care issues in last days of life. One of the requests included an example of a non religious funeral.

Kathryn Sartain, Lead Nurse for cancer services at Scarborough, commented: “There was huge benefit in working together with all partnerships and we had a very positive response from the public. It allowed for difficult questions to be aired and answered.”

Kerry’s girls in tribute to former colleague

A RECENT fundraiser in the Therapies Department at York Hospital transformed the area into a scene to rival the Great British Bake Off as staff held a mega cake sale.

The event was organised by ‘Kerry’s Girls’ in memory of their colleague Kerry Webster who started work at York Hospital Therapy Department in 2004 and has also worked in Pharmacy at the hospital. In late October last year Kerry was diagnosed with terminal cancer and passed away in service on 23 February 2013.

His work colleagues in Therapies all remember Kerry as a very popular member of staff, a straight talker with a unique sense of humour who is greatly missed.

A group of administrative staff, Kerry’s Girls, have entered the Race for Life in memory of him and held a cake bake sale to raise funds. The team were delighted to raise £271 and were very moved by all those who contributed, supported and donated.

Anyone wishing to support Kerry’s Girls can contact the Admin team on 01904 72 5424.

From left, Christine Mclean, Beverley Whitehurst, Jill Scarth, Kathryn Lee, Val Clark, Rita Chilton, Mary-Anne Blades, Susannah Bentley and Lorraine Painter. Carol Bullock is our tenth Girl but was missing as she was ill.
Opportunity to help the Trust COIN it in…

Can you help us save money?
The Trust’s procurement team are seeking the help of clinical staff to identify whether savings can be made in one of the Trust’s most costly areas – the use of medical and surgical consumables.

Medical and surgical equipment and dressings cost £21.1 million every year, and with £29 million recurrent savings to be made, the Trust needs all the help it can get to save money.

The procurement team, working in collaboration with the corporate efficiency team, has created the COINS (Clinical, Orthopaedic and Indirect Spend) project in a bid to work more closely with directorate teams to spot ways to make savings.

Ian Willis, Head of Procurement, said: “We really need staff insights into where we can look to find better solutions and save money. While we have the skills and knowledge to procure the best deal, it is staff at grass roots level that can point us towards the areas where savings can be made. Anyone who has spotted an opportunity to save money or has been frustrated by waste or lack of efficiency may just hold the key to making savings now and for the future.”

“Following a pilot with several directorates we have already identified £845,000 of potential savings and plans are being developed to identify further opportunities. So far we have had an excellent response from working with the directorate teams and the ideas generated would never have been identified without their local knowledge and focus on patient care. This has also provided some fantastic opportunities to actively support the directorates in delivering their challenging cost saving programmes.

“All we are asking is for people to think about the products they use and whether they have considered alternatives. Or it could simply be that someone has spotted an opportunity but don’t know where to take their idea. If that is the case we really want people to come and talk to us – we can help.”

The COINS Project Team can be contacted on the following numbers:

- Ext York 725275 Nicola Cockerill (Theatres, ED, Head & Neck, Orthopaedic, Medicine)
- Ext York 725053 Kerry Morris (Child Health, Obs & Gynae, Pharmacy, Elderly & Therapies)
- Ext York 726923 Elisa Winstanley (Radiology, Lab Med, Community & Corporate Services)
- Ext York 722219 Paul Horsefield (Facilities & Estates)

EXAMPLE 1: We have switched the old BD syringes (with the black stopper) for the newer BD Emerald Syringe (with the green stopper). This has saved the Trust £12,000 so far and, as the product uses 30 per cent less materials, is more environmentally friendly too.

EXAMPLE 2: A directorate wanted to harmonise what they did at York and Scarborough but wasn’t sure how or where to take the idea. We worked with the directorate, and the suppliers, to consolidate their needs across the whole Trust and they now receive cash-back of £15,000 every three months.

York cancer research team in historic first

THE CANCER Research Team at York Hospital has become the first in the country to recruit patients to a new global cancer trial. The first patient was recruited to the trial within three days of it opening.

The trial, known as the GSK Zoster-028 trial, is aimed at researching the benefits of a vaccine for patients with solid tumour cancers receiving chemotherapy. The team have three patients on the trial and are looking to recruit five overall.

It is being managed by the Research Nurses based in LARC at York Hospital in collaboration with external networks and other teams within the hospital. Hilary Campbell, said: “We’re thrilled to have been the first hospital in the UK to have recruited to this trial.”

“The team were narrowly beaten to first in the world by two research sites in Spain but with strong screening of patients in York since opening, we are well on our way to reaching our target.”

If you are interested in finding out more about this trial please contact the Cancer Research Team based in LARC on 01904 72 5125.

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Ballet performance at York

PATIENTS and staff at York Hospital's children's ward were treated to a mini-performance of the English Youth Ballet's Coppelia and an accompanying talk about the life of a dancer.

The workshop launched the company's fundraising appeal for the ward ahead of its dates at York Grand Opera House on June 7 and 8, with money raised at the performances being put towards a Saturation Monitor. The monitor, costing in the region of £1,500-£2,000, is used to measure the heart rate of patients and the percentage of oxygen in their blood. It is used on post-operative patients and acutely unwell children with conditions like asthma and bronchiolitis.

Patient George Schofield, 15, allowed us to negotiate better contracts with our suppliers and save money in the process.

“All we are asking is for people to think about the products they use and whether they have considered alternatives. Or it could simply be that someone has spotted an opportunity but don’t know where to take their idea. If that is the case we really want people to come and talk to us – we can help.”

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Smile please – dental nurses highlight importance of oral health

DENTAL nurses at York Hospital celebrated the launch of National Smile Month with a display in the main entrance of the hospital. Free samples and information leaflets were available along with posters and pictures highlighting the importance of effective oral hygiene.

The Trust’s oral health educators currently run clinics in Head and Neck Outpatients giving education in toothbrush instruction, care of appliances and dietary advice as required for Orthodontic, Oncology, Surgical and Restorative patients.

Cheryl Otterburn-Smith, Lead Dental Nurse, said: “The presentation was a great way of sharing this useful information not only with our patients, but with other visitors and staff within the hospital environment. Our aim was to clearly highlight, promote and inform about the importance of achieving and maintaining good oral hygiene and the steps to follow to improve and maintain good oral health.

“Recently we produced a new care package and leaflet which provides information and advice on oral health to our surgical patients. These are given to patients on the ward prior to discharge, as this is a valuable part of their recovery process.”

All the dental nurses work together to improve and develop oral care packages and are able to provide information in all aspects of oral care.

Think about security at work

Staff are being reminded to be on guard regarding security at work and care of personal belongings.

The security team is working with local police and agencies to tackle a recent spate of incidents of theft across the Trust and are keen to remind staff of some basic precautions that will help with security.

Please ensure that you:
- Report incidents of theft, loss, or of any suspicious behaviour to your manager and on DATIX as soon as possible
- Wear your staff identification badge whilst at work
- If it is safe to do so, challenge any one who is acting suspiciously or seem to be where they shouldn’t be. If you don’t feel confident to do so report the security team or your manager as soon as possible
- Keep your work environment safe by locking doors, windows and locking away any valuables such as bags and mobile phones. Keep them out of sight
- Don’t prop open doors and beware of tailgating (people following closely behind you into a secure area)
- Do not give out passwords or codes
- Look after keys and personal belongings

General safety tips to keep you safe
1. Keep purses or wallets somewhere you can feel it, such as an inside jacket pocket or trouser pocket. Pockets you can zip or button are best.
2. Keep your mobile phone out of sight and on the silent setting wherever possible. Again, keeping it in a zip or button pocket is best.
3. If you carry a bag, strap it across your chest and keep hold of it. Keep the zip or opening towards you. Back-pack style bags are especially vulnerable to thieves.
4. Never leave your bag unattended in areas of Trust buildings, where there is public access.
5. Pickpockets like busy crowded places, and someone bumping into you could well be a pickpocket! If this happens, check you still have your things with you, but don’t make it too obvious that you’re doing this. If something is stolen contact security or the police.
- Anyone with security concerns or needing advice can contact your local security team or the Trust security control room on 01904 721241.

Hands up for hand hygiene - raising awareness

THE INFECTION prevention team marked the World Health Organisation’s Hand Hygiene Day with a range of awareness-raising activities across the Trust. This global event encourages staff and patient participation as a powerful approach to building and strengthening a strong patient safety climate.

The team hosted information stands at both York and Scarborough Hospitals, encouraging staff and the public to sign a pledge to show their commitment to hand hygiene. Anne Tateson, Hand Hygiene Coordinator at York Hospital, said: “The aim of the event was to promote a single message across the whole Trust and to encourage people to buy in to hand hygiene as the most effective way to prevent the spread of infection. We had lots of visitors to our stands and over 300 staff, patients and visitors have signed our pledge wall.”

Donna Winter, Senior Infection Prevention Nurse said “We have listened and learnt from patient’s stories of their perception of our hand hygiene performance and one patient has written on the pledge wall - Hand hygiene means so much to us patients”.

The team aims to continue to use the pledge wall to keep the message going around the Trust’s commitment to hand hygiene.

Chief Executive, Patrick Crowley was first to sign our Hand Hygiene Pledge
**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 launched for new bereavement suite

YORK Teaching Hospital Charity has launched ‘The Snowdrop Appeal’ which aims to raise £120,000 to create a Bereavement Suite on the Maternity Unit at Scarborough General Hospital.

Whilst most parents experience pregnancy and birth as a happy and joyous occasion, this is sadly not always the case. When parents receive bad news about their pregnancy or baby, all their hopes and dreams are taken away and the effect of their grief can be devastating and overwhelming. It is essential they are cared for in an environment where they can be private, comfortable and spend time together. The quality of care parents receive in these circumstances can have long lasting effects.

Scarbrough’s Maternity Unit currently has no dedicated facilities to look after parents in these sad circumstances and they’re often amongst parents with healthy babies.

Maternity Matron for Scarborough, Freya Oliver said “We would like to create a special suite with the help and advice of bereaved parents who have sadly had to deal with such devastating news. The new facilities will include a sleeping area, lounge and bathroom, where parents and families can be together to comfort and support each other during such a difficult time.

“Sadly, 17 babies are stillborn or die shortly after birth every day in the UK. We know the difference a good environment can make to these families is enormous, we believe this to be a very worthwhile project”.

If you would like to support this appeal please call Fundraising on 01723 236210, email maya.richardson@york.nhs.uk or you can text SGHM14 £2 to 70070 to donate £2 or donate online at www.justgiving.com/TheSnowdropAppeal

#### Dragon daredevils needed

The YTHC is looking for four more daredevils to take part in York’s annual Dragon Boat Challenge and join the ‘HMS NHS’ team!

York Rotary Club will hold its annual Dragon Boat Challenge on the Ouse on Sunday 14 July. Each team member needs to raise a minimum sponsorship of £100 to take part with one third going to York Rotary Club’s designated charity and the remainder will come to Ward 37 at York Hospital. If you are interested in being a part of the YTHC’s team please let Lucy Lowthian know on 01904 721737 or email lucy.lowthian@york.nhs.uk

#### York 10k and Junior Run

THE YTHC still has places available in the Jane Tomlinson York 10k on Sunday 4 August. A £20 registration fee is required and minimum £50 sponsorship. Please email charity.fundraising@york.nhs.uk or call 01904 721737 for a registration form.

The York Mini and Junior Run is also taking place on the same day as the York 10k and children are encouraged to raise sponsorship for York Hospital’s Children’s Ward to create a new Nurses Station. To sign up go to [http://www.foreallevents.co.uk/run-for-all/](http://www.foreallevents.co.uk/run-for-all/)

#### Delicious Malaysian curry paste for sale

THERE’S still lots of delicious Malaysian curry paste for sale donated by local Malaysian chef, Jennie Cook.

The two curry pastes are a “Malaysian Seafood Curry Paste” (suitable for vegetarians) and a “Malaysian Meat Curry Paste” - both are manufactured in Penang, Malaysia and are based on traditional family recipes. The pastes are for sale in the Fundraising Office on the main corridor of York Hospital and at Scarborugh Hospital via Maya Richardson. £1.50 each or £2.50 for two.