Friends and Family test results go public

RESULTS from the friends and family test are now published monthly.

The results showed that of the 370 Scarborough Hospital inpatients who responded to the test during August, 353 said they would be likely or extremely likely to recommend our wards to their friends or family. For York Hospital’s inpatients, 667 out of 695 who responded said they would be likely or extremely likely to recommend, and for Bridlington Hospital, 92 out of the 95 patients who responded said they would be likely or extremely likely to recommend the hospital.

The responses for our emergency department were also encouraging, with 114 out of 125 saying they would be likely or extremely likely to recommend the department in Scarborough, and 499 out of 602 people saying they would be likely or extremely likely to recommend the department in York.

Beverley Geary, Director of Nursing, said: “Staff have pulled out all the stops to ensure we achieved the necessary response rate. This is really encouraging, and what we have to do now is make sure it continues! Being able to see the feedback and learn what patients are saying about their care is really valuable. Staff should feel proud of these results.”

“Whilst this is a positive start, we want to encourage more people to take the opportunity to give us their feedback. The Friends and Family Test gives us the chance to act fast in response to comments, putting things right straight away wherever we can, as well as identifying overall themes and areas where we are doing well or where we need to take action. The more people that share their views the better.”

Results will continue to be published monthly on NHS Choices, with more detailed analysis available from NHS England’s website. The rollout of the test continues, and is being piloted in the Trust’s maternity departments and community-based maternity services ahead of the official implementation date of October 2013.

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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
- Holly Kernot, Assistant Media and Communications Officer: holly.kernot@york.nhs.uk
- Heather Millard, Communications Assistant: heather.millard@york.nhs.uk

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6 Maternity update

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Flu jabs campaign begins

FLU season is fast approaching and the seasonal vaccination campaign to protect staff has begun. Patient safety, good infection control practice and protecting staff from communicable infections are an organisational priority.

All staff directly involved in delivering patient care in clinical settings, together with all those staff who directly support the clinical teams, should protect themselves and their patients.

Karen O’Connell, Senior Nurse Manager, said: “Due to popular demand vaccination sessions have once again been arranged within wards or departments to minimise any disruption to services. Alternatively people may wish to choose to call into any of the convenient ‘drop-in’ clinics that have been arranged which will also include evening sessions so we’d really like to see more people than ever take advantage of these. The dates and times of sessions on offer have been posted on Staff Room and will appear on posters locally.

“If for any reason our pre-arranged sessions prove difficult for people to attend then we can arrange a more suitable date and time for vaccination, we just ask people to contact us directly at the Occupational Health and Wellbeing Service. As always we look forward and thank our staff. If we respond to people quickly and personally, rather than them feeling that they are stuck in a process it was clear that this made such a difference. The individuals in these teams probably have one of the best overviews of how things feel within the organisation and for those using our services. We need to make sure we really make use of their insights, and in particular reflect on what is coming through the PALS team as well as formal complaints. As a result of my time with these teams I think we could make more use of the information they hold as a part of our overall feedback and appraisal of staff. I would also like to see if we can learn from their electronic recording of data and use a similar tool within HR so that we can also better identify themes and trends. Whether it is our staff or our patients it’s clear that we need to ensure we offer a personal service and that we listen to people.

Target groups
The Department of Health specifies target groups for vaccination. These include Clinicians, Nurses and Midwives, Occupational Therapists, Physiotherapists, Radiographers, Phlebotomists, and Pharmacists.

Tuberculosis Reminder
Do you have direct patient contact? Did you receive a copy of the Tuberculosis Annual Reminder letter? If not, please speak to your line manager or directorate manager.
Compliments outweigh complaints by 7,200 to 330 a year in our Trust and it is always appreciated when people take the time to say thank you.

Recently the Staff Matters team found themselves in the highly unusual position of having a patient call direct to thank the staff involved in his care. John Hemmings felt he ‘just had to tell someone’ about the wonderful treatment he received while at York Hospital. No doubt his story is typical of the type of care people receive every day in the NHS but nevertheless we thought it was worth sharing.

“If it hadn’t been for the first class doctor I saw in A and E, I probably wouldn’t be here today” a delighted Mr Hemmings told us. “But then, all of the staff were brilliant. I am fed up with people always knocking the NHS. Nobody ever says anything good about it, but I think it is great. I tried to work out the number of people involved in my treatment, from the time the ambulance arrived to the day I was discharged, but there were so many! Yes, people thank the doctors and paramedics, but there are many others to thank too, from cleaners and tea-ladies to nurses and radiographers. My after care was also very good.”

Recalling his experience, Mr Hemmings said: “I was at home when I got a terrible pain in my arm. My wife phoned for an ambulance and the crew were very good. I was taken to hospital and saw a first class doctor in A and E. He was fantastic and if it hadn’t been for him, I probably wouldn’t be here now. He knew what was wrong within minutes and everything happened from there. I was given a scan by a lady who was out of this world, and then had a drug infusion. I was told that there was a possibility that I could lose the use of my right arm but I am fine. I have been very lucky.”

Mr Hemmings had an operation to remove a blood clot in his hand. The surgery was carried out by Mr Stephen Cavanagh.

“Mr Cavanagh has an excellent team at York, including Accident and Emergency, ward and theatre nurses, and all in the acute team. It is always great to receive positive feedback, and I will pass on Mr Hemmings kind words to the team involved.”

OVER 120 people attended Open Day at Scarborough Hospital, the first event of its kind to be held since it became part of the York Teaching Hospital NHS Foundation Trust. The Mayor and Mayoress of Scarborough attended the event, which aimed to engage the local community and give members of the public the chance to see what goes on ‘behind the scenes’ at their local hospital.

Visitors were able to learn more about planned developments at Scarborough Hospital and see proposed plans for future buildings, technology and services. One particular highlight was the physiotherapists stall featuring a range of games showing how to utilise the latest equipment. Visitors also had the chance to explore a working ambulance courtesy of the Yorkshire Ambulance Service.

Events Administrator Bianca Cipriano said: “The general feedback from visitors was that it was fantastic to have an Open Day in Scarborough. They said the information provided was exceptional and the hospital services superb. Others said staff were friendly and the event was informative with some very engaging and interesting stalls.”

Delight at first-class treatment

Jezz KIPLING has been voted as Chairman of Malton Hospital’s League of Friends for the seventh year running and is as enthusiastic as ever.

Jezz, who works as a Catering Supervisor at Malton Hospital, said: “It is very nice to be voted in again and I would like to thank the other members for all of their help over the years. “Together, we have been able to support the hospital with our fundraising efforts and provide additional equipment for both patients and staff to use.”

New X-ray scanner

MALTON Hospital is set to get a state-of-the-art digital X-ray scanner machine worth thousands of pounds thanks to the hospital’s League of Friends.

The charitable group originally purchased an X-ray scanner for the hospital in 1990. When they heard it had broken down recently, they decided to replace it using money from their funds. The new machine can be operated both digitally and manually, ensuring its longevity.
THE Multidisciplinary team (MDT) on ward 16 had the opportunity to increase their medical knowledge, learn more about each other’s roles and collectively celebrate their achievements in a series of pioneering training days recently.

Sister Tracy Ward organised the ‘Time Out’ training days in order to enhance the teamwork ethic and increase subject knowledge. Multidisciplinary professionals from across the ward delivered a series of talks on the hottest topics within their specialty.

Tracy said: “I wanted to raise the profile of certain subjects such as diabetes, deteriorating patients and infection prevention which are currently high on the Trust’s agenda. We had talks from a consultant, pharmacist, dietician, physio and the specialist stoma nurses.

“It was fantastic for me to be able to invest in my team in this way and really, to thank them for all of their hard work and dedication. During the sessions, we were able to reflect on the work we do and also think about how we could reshape things to ensure we keep moving forward to deliver best practice.

“One of the questions we asked was ‘what do you like best about your colleagues?’ and it was lovely to hear so many wonderful comments. Everyone came away feeling really positive and supported.

“It is the first time I’ve been able to run an event like this and it was great because it brought so many MDT professionals together. There was a real sense of teamwork on the day and I would like to say a big thank you to my team and to all the speakers for their enthusiasm. I arranged for the event to be in an external venue as I wanted it to be a relaxed day about sharing ideas and supporting each other in a jovial atmosphere with no work pressures.”

Staff Nurse Rob Holmes was among those who attended the training event. He said: “It was a really positive experience because although we work together day in, day out, we rarely get the chance to sit down together and discuss the work we do and how we do it. The event was really well organised and the speakers were fantastic, providing us with some really useful information while giving us the opportunity to update our subject knowledge. As a direct result of the training days, we are already implementing some changes on the ward regarding how we work, in order to improve the patient journey and ensure the way in which we work continues to be as efficient as possible in order to benefit all.”

Reflection garden opens

Colleagues and friends of those staff members who have died in service in the last few years came together to celebrate the opening of a special memorial area at York Hospital.

A striking new art installation known as the ‘reflections pillars’ has been placed in the courtyard next to main reception where the names of those who have died recently are displayed. The pillars have space to allow for more names to be added, creating a lasting memorial to staff.

Trust Chairman, Alan Rose, said: “The loss of a colleague at any time can be a very traumatic and unsettling experience, especially when the loss is unexpected and sudden. We take very seriously the importance of the grieving process for families and close colleagues, and for staff generally who may have worked with the individual.

“As an organisation it is important to support staff by providing ongoing care and comfort. The reflection pillars have been designed and installed especially to dedicate an area of remembrance for all staff that have died in service for this purpose now, and in the future.”

The next phase of the project will be to provide seating in the area which will become one of the quiet spaces within the hospital. Plans are moving forward to providing similar ways of remembering staff in all hospital sites.
Cardiology crusaders help elephants in Kenya

READY FOR ACTION: Carl Lewis, Deborah Holden, Tasha Green, Natalie Busby, Rich Holden, Phil Durkin, Ellie Tesh, Stuart Self (above), Chris Attwood and Olly Shriver

ORPHANED elephants in Kenya have been helped by a team of cardiac physiologists from York who completed the Yorkshire Three Peaks Challenge on the hottest day of the year to help fund their care.

Eleven members of the Cardiology Unit at York Hospital raised £235 for the David Sheldrick Wildlife Trust which rescues orphaned baby elephants and rhinos and hand rears them until they are old enough to be released back into the wild.

Event organiser Consultant Cardiologist Dr Sanjay Gupta said: “We wanted to raise awareness of the poaching epidemic that is engulfing Africa. It is thought that if poaching of rhinos and elephants continues at its current rate, both species will be extinct within the next ten years. Last year, almost 600 rhinos and 20,000 elephants were killed to feed demand for rhino horn and ivory. I think that this is a very important and worthwhile cause and one which the team were more than happy to undertake in order to help raise funds for the David Sheldrick Wildlife Trust.”

St Monica’s improvements

Over £120,000 of improvements have been made to St Monica’s Hospital in Easingwold thanks to the generosity of local charity, the League of Friends of St Monica’s Hospital.

Funds donated have benefited both staff and patients throughout the hospital and have complemented investment by the Trust.

Trust Chairman, Alan Rose, toured the hospital alongside the Chair of the Friends of St Monica’s, Barry Sanderson, to see how the environment had been improved with the charity’s help.

Alan Rose said: “We are very grateful to the League of Friends for all the extra improvements we have been able to make with their help. They have provided many enhancements throughout the hospital. “Patients have seen the refurbishment of the physiotherapy clinic, and a former office has been converted to provide a quiet room where patients and families can speak to the doctors in private. Staff also have a lovely new locker room so they now have a dedicated area where they can change into their uniform.”

Clinical Research Facility is a joint effort

The TRUST and the University of York have joined forces to collaborate in the York Clinical Research Facility (CRF).

Clinicians from the NHS Trust and medical researchers from the University will work together in the York CRF on a wide range of Early Phase research, including Phase I clinical trials, studies that aim to identify novel biomarkers, and fundamental research into how the human body functions in health and disease.

The York CRF will boost clinical research in the city, giving today’s patients more options, and tomorrow’s better treatments.

York Hospital already conducts many clinical trials, both among its patients, and with healthy volunteers who help in the earliest phases of research. Specialised research staff and cutting-edge pharmacy facilities make York Hospital an ideal place to introduce laboratory innovations into healthcare with the assurance of essential NHS safeguards.

Investments at the University, attracting world-class bioscience, mean that the treatments of the future are being developed to the best scientific standards.

The York CRF will combine the resources of the two institutions, meaning scientific progress can flourish into real developments in healthcare for everybody. New treatments developed by pharmaceutical companies will be tested by the CRF using clinical space at the Hospital, and University laboratories. It is expected that the integrated resources will make York a one-stop city for vital innovations in health care.

York CRF Co-ordinator Wasif Rashid said: “These are exciting times for both the Trust and the University. The York CRF will give local patients new treatments, sooner, and enhance our international reputation for conducting high quality Early Phase research.”
Labour ward refurbishment

Earlier this year the Trust was awarded £417k from the Department of Health to upgrade some of the delivery rooms on the labour ward at York Hospital.

Work has now been completed, transforming tired old rooms into three brand new en-suite delivery rooms with maternity baths. The existing birthing pool room has been given a complete makeover with a second state-of-the-art pool room created and a new visitors’ coffee room.

Staff and patients have been delighted with the transformation. Tricia Fowler, Midwife Manager on the labour ward, has been taking in people’s reactions to the new facilities.

Tricia said: “We are all delighted with our new facilities, midwives love the rooms because they are so nice to work in. They look modern and are more spacious allowing the women to have more companions to help them through labour and birth.

“Large birthing mats and telemetry, where the babies can be monitored without wires, encourage women not to get onto the bed and keep active which all goes to promoting normality. The creation of a second birthing pool has allowed us to offer more women the use of water as pain relief during labour and birth. We’ve had a great response from the women who have used them so far.”

A REVOLUTIONARY new approach to parentcraft is being launched by the maternity team at York Hospital to bring education online for mums to be and their families.

Midwife Sister Sue Jackson explained: “At the moment less than a third of pregnant women in York access parentcraft classes so we wanted to make the information given out in the classes more accessible to more people. With so much education available online nowadays we wanted to ensure that as many people as possible could benefit from our information by taking it online, not just those who can make it to a traditional class. It means that more mums and partners can be well informed throughout their pregnancy and birth.

“Many women work much later in pregnancy, many partners work too far away from their local class to attend together, and people now have a whole range of family or friends who might have chosen to be their birth partner. There are others who feel uncomfortable coming to a class because of their own personal circumstances.

“The information is available from the moment somebody finds out they are pregnant so can be viewed much earlier in pregnancy than the traditional classes. It can be viewed on people’s phones and tablets and computers giving the right information to the right people at the right time for them.”

Creating the film has meant a huge step outside of their comfort zone for the midwives. Moving from the everyday role of delivering and caring for mums and babies they had to master the art of scriptwriting, reading autocues and standing in front of a camera in order to bring the classes to life.

What the patients say:

“The room allowed me to move around and kept me active during my labour”

“It was nice to have my own toilet and bath; after I’d had my baby I could have a bath with my family around me”

“The room was friendly and welcoming with a nice relaxing colour scheme”

“I couldn’t have a home birth but this room was the next best thing, my husband and I have stayed in hotels which were not as nice as this”

“I didn’t want to be continuously monitored, I wanted to be up and about, being in this room allowed me to do that, I came into the room in labour had my baby then went straight home for the same room – it was everything I had hoped for”

“The telemetry allowed me to move around in my room, use the bath and keep active which if I hadn’t have had I wouldn’t have been able to cope with the pain – the water made all the difference”

Breastfeeding coordinator Morag White filmed for ‘virtual’ classes

Midwife Manager Tricia Fowler with soon to be parents Claire and Dan Wright
STOPTOBER – be part of the challenge this autumn

Are you up for the national challenge to stop smoking for a month on 1 October? Stopping smoking is the single best thing you can do for your own health, as well as those you love and live with.

About two thirds of smokers say they want to quit, so Stoptober provides a great opportunity to join thousands of people in the same situation and ditch the cigarettes for good. Last year more than 270,000 people nationally pledged to stop their last cigarette during the “Stoptober” period in the biggest mass participation stop smoking initiative ever.

If you would like to stop smoking expert help is freely available for NHS staff. Appointments are available for all staff Monday afternoons at York Hospital in the occupational health room (opposite Critical Care) for confidential support and access to reduced price medication. Staff in other parts of the Trust can ring the service to find their nearest specialist and what facilities are available in their area. For more details or to book contact Jill Ross on 0300 303 1603.

Life after smoking - Grant’s story

GETTING out of breath playing cricket made York Hospital security supervisor Grant Collins think about stopping smoking. He has now been stopped for over six months and has saved well over £1000, enough for a second holiday.

Grant, pictured right, said: “I smoked 20 a day for 25 years and was ready to stop but couldn’t have done it on my own. I had begun to cut down and change some of my habits then I rang the stop smoking service and booked in to see an adviser. Sarah arranged with my GP for me to start using medication and we set a date to stop smoking completely. I was really happy with the light hearted approach and practical support I received especially in the first few weeks”.

He found the medication really helped him but stressed the importance of breaking old habits. Both Grant and his family are happy with his new lifestyle particularly after his wife stopped one year ahead of him spurring him on to quit himself. He used to finish work and come home to a beer and a cigarette and now goes out for a bike ride or to the gym so is now feeling fitter as well as richer.

Grant continued: “I used to always have a drink and a cigarette together and have now realised that instead of 16 to 20 pints a week I have probably cut down to three or four. I wish I had done it sooner especially when you consider the price of cigarettes now but you have to stop for yourself and nobody else.”

Support to stop is available for staff at York Hospital and many other locations. If you would like to know more please ring your local service on 0300 303 1603.

Great Anaesthetic Bake Off

FORGET the Great British Bake Off, it was a case of the Great Anaesthetic Bake Off at York Hospital recently as staff swapped scalpels and oxygen masks for spoons and mixing bowls to raise funds for a major international charity.

Staff from across the Directorate took part in the first ever Association of Anaesthetists of Great Britain and Ireland Great Anaesthetic Bake. Pictured is Christopher Igoe from PACU with an impressive cake.

Successful re-audit

KEITH UNDERWOOD and Wendy Marshall of the Medical Devices Training Team were celebrating recently after passing a re-audit for the Health Education Yorkshire and Humber Quality Management System programme. The nationally recognised programme measures clinical skills against a robust set of standards and the team passed with flying colours in August. Keith first underwent and passed the auditing process in 2012, making him not only the first in the Scarborough Trust to undergo the process, but also the first medical device trainer in Yorkshire and the Humber to achieve the status.
STAFF BENEFITS AND WELLBEING

A 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.

Full details of all schemes are available on the Trust website. Log on to www.yorkhospitals.nhs.uk and click on work with us. Using the code staffbenefits1 Alternatively you can call the staff benefits team on 772 1170 or 772 4326.

Home Technology Scheme

THE ORDER window opens on 1 October for staff to place orders for either a computer, tablet, Smart TV or Smartphone in time for Christmas.

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 family.

It provides staff with the opportunity to obtain leading makes of computers, tablets, Smartphones as well as Smart TVs with significant savings off manufacturer’s RRP. There are no credit checks and no deposit is required.

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.

The Salary Sacrifice Guidance and Scheme Guide are available on the Staff Benefits pages 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: www.lets-connect.com/yth2013

Don’t miss out – order by 31 October 2013.

OVER the past 12 months there has been an increase in staff joining the staff lottery so from January 2014 we will be increasing the monthly prizes.

Every month we give out 14 cash prizes totalling £3,125 with other fantastic monthly prizes. The star prize in January for two winners is £2,000 in holiday vouchers!

Take a look at the prizes on offer next year as well as the cash prizes:

- January: Two prizes of £2,000 holiday vouchers
- February: Apple ipad 32GB
- March: National Trust Family Membership for 12 months
- April: York Races’ Dine and View’ experience for two people
- May: £175 of Betty’s Cookery School Vouchers
- June: Star prize a car
- July: Weekend Spa break for two, Crown Spa Hotel Scarborough
- August: Kindle Fire Tablet
- September: Afternoon tea for two at the Cedar Court Hotel, York
- October: £200 Superbreak Vouchers
- November: A bouquet of flowers each month for a year
- December: Four prizes of £250 shopping vouchers

Gift Box Scheme

Staff have an opportunity to request the purchase of an item that would enhance their working life or working environment. This can be for a team or an individual. For individual requests the maximum amount is £20 and for teams £50.

Over the past year we have funded gifts to the total of £450 from Staff Benefits funds. Examples of requests have been mugs, crockery, cutlery, glasses, hand cream, a print or picture for the office wall, folding trolley and plants. For a request form go to the staff benefit pages in the ‘work with us’ section on www.yorkhospitals.nhs.uk

Introducing... the Wellbeing Zone

The Wellbeing Zone is a free health and wellbeing lifestyle resource for staff, volunteers and their families. It is an online application that promotes health and wellbeing to all Trust staff and volunteers. From October Staff Benefits are launching its new mobile and tablet App.

It will provide the latest health and wellness news, advice and information as well as a healthy eating program and diary, personal training programs, multimedia stress management tips and a wide range of tools to set and track progress towards selected goals - all devised to promote health and wellness and a positive outlook and lifestyle!

The Wellbeing Zone features a wellbeing checkup score, personal trainer, weight management plan, sleep tracker, stress management programmes, and ask the expert. The App provides the latest wellness news, tips and advice straight to your mobile. The mobile app is available for all smart devices; download from iTunes, Google Play and Blackberry World.

Register at www.yorkwellbeingzone.co.uk Click ‘sign up’ and use the organisational code YORK1 to access a wealth of advice and information.

For more information and how to download the phone App, see the pink Staff Benefits ‘Quick Link’ button on the intranet Staff Room page.
Congratulations to all the staff from the inpatient ward at the New Selby War Memorial Hospital who were nominated by the family of a patient who felt ‘privileged to have received such a high level of care and compassion’.

The family wanted to highlight how amazing the staff were right through from ward sister to nurses, HCAs and catering staff. Their father was bed bound for the six weeks of his stay on the ward and the family are full of praise for the care he and his wife received.

Runner up James Fox, nurse on ward 34 at York Hospital, was nominated by one of his students for being such an inspiring role model to all students, ‘he reinforces the fundamental message that nursing is about people, compassion and respect’. Described as a ‘beacon of great nursing’, James has inspired this student ‘not to be just a good future nurse but a great one.’ Fantastic work!

Well done also to runner up Neil Wilson, Assistant Director of Strategy and Planning, who was nominated by his line manager for his professionalism and genuineness as well as his thoroughness and commitment to the organisation. He is praised for consistently demonstrating our values and his skill at managing difficult discussions while helping everybody have their say and feel listened to.

A SPECIAL event was held to officially open the Cancer Care Centre garden in York Hospital on Friday 27 September. It follows a successful appeal to raise £20,000 to create a new garden and courtyard area to be used by anyone affected by cancer.

The garden was opened by Alan Rose, Chairman of the Trust and Helen Mackman, Lead Governor. In a heartfelt ceremony Alan Rose thanked the many people involved in bringing the project to life, from managers, contractors, volunteers, charities and fundraisers.

Garden designer Sue Lindley spoke of the restorative power of gardens and the challenges and opportunities she faced in creating such a space in a hospital. The new garden has a mixture of seating areas and plants and flowers and the aim is to create a haven for patients and their family and friends, whether this is to relax in the fresh air, read a book, or sit and have some lunch.

The ceremony ended with a moving poem read by staff from the Cancer Care Centre and the release of symbolic balloons.
Staff Matters September 2013

Fundraising

More information
For more charity information or to support an appeal, please contact Lucy Lowthian on 772 1737 or email lucy.lowthian@york.nhs.uk

Round-up of activities

Inspiring projects needed

Are you inspired by excellent patient care? Would you like to learn more and inspire others?

The Service Improvement Team is giving you the opportunity to apply for a grant which will enable you to undertake an inspiring project to benefit your service or department. You can apply for up to £2,000 as an individual or group if you have an idea that will have a positive impact on patient care which will be funded by the York Teaching Hospital Charity. For example, this could involve visiting another hospital in the UK or even in another country if you have heard they are doing something new which is greatly benefiting their patients. You can then bring your learnings back to this Trust and to your department which can be incorporated into the service you provide. This grant is available to all staff who meet the grant criteria which includes written support from your manager, a completed application form, clear rationale for the project and that you’re a permanent member of staff with the Trust. Applications are presented to an adjudication panel. The deadline for applications is Friday 31 January 2014 when the winning project will be decided. This opportunity will be available annually to staff.

If you would like an application form or more information about the project please contact Claire Smith on ext 772 4099 or email claire.smith@york.nhs.uk

Best foot forward for Appeal

STAFF members from Scarborough Hospital put their best foot forward for the Snowdrop Appeal in July and raised an amazing £1309.70. Staff from sterile services, equipment library and orthotics got together to walk the 22 miles along the Cleveland Way from Scarborough to Whitby. The walk, which follows the coast line, was rather demanding in parts especially in the summer heat was enjoyed by all. Cath Stansfield, who organised the walk, said: “It all started a few years ago, when a group of us did a three day walk from Roseberry Topping to Filey for ITU and SCBU at Scarborough. We’ve always enjoyed walking and when the Snowdrop Appeal was launched, we knew it was time to don our boots again. It must have been the hottest day of July, but the spirits were high and we are so proud, not only did we finish it, but we raised an amazing amount for the appeal.”

... Come to the ball in Scarborough

THE SNOWDROP Appeal is delighted to invite you to The Snowdrop Ball on Saturday 1 March 2014 at the Royal Hotel, Scarborough. The evening will start at 7pm with a drinks reception, followed by a sumptuous three course dinner, tombola, silent auction and casino. Fantastic live music will be provided by Scarborough band ‘Soul Rida’. Tickets for the ball cost £40 and are available from Fundraising on 771 6210 or by emailing maya.richardson@york.nhs.uk

Upcoming events:

Friday 25 October, from 10am – 1pm – Coffee morning – York Hospital’s Post Graduate Common Room
The charity will be hosting a coffee morning with beautiful cakes and a raffle will also take place on the morning. Entry is free.

Thursday 24 October at 7.30pm – Fashion Show – Heworth Golf Club, York
A charity fashion show will take place at Heworth Golf Club to showcase a range of high street fashion. Entry is £7.50 per person which includes a glass of bubbly and canapés. Hosted by Elly Fiorentini – BBC Radio York’s drivetime presenter. This will be a really fun evening for all the girls!

Saturday 2 November at 8pm – Fright Hike – Sherwood Forest
Fright Hike is a challenging 30km walks taking place in the spookiest of wooded locations, Sherwood Forest. Grab your friends, family, and colleagues and take part in the trek this Halloween! £39 per person to enter.

Sunday 3 November at 9am - Yorkshire Coast 10k - Scarborough
Run the beautiful coastal route from the Sealife Centre to The Spa in aid of The Snowdrop Appeal at Scarborough Hospital. Enter online at www.yorkshirecoast10k.co.uk for £13.50 and contact the charity for sponsor forms and a running vest.
Fundraising

Other charity news

Resus refit realised

THE EMERGENCY Department in York Hospital launched an appeal to raise £20,000 to improve its current resuscitation area due to growth in demand, both in numbers and severity.

The appeal reached its target in July thanks to fantastic local support ensuring the vital work has now been completed in the resuscitation room.

The investment has meant increasing the two bedded capacity to three, which will make a huge difference to the 2,200 patients who need resuscitating at York Hospital each year.

Janine Vermeulen, Emergency Department Consultant said, “We are overwhelmed by the support we have received for the appeal not only from the local community, but also from our internal departments such as Paediatrics who donated some of their own charitable funds to this project. Staff in the Emergency Department have really pulled together to raise funds and support the project. We would also like to thank the Friends of York Hospital and Fleetways Taxis who made significant contributions to the appeal.”

UpToDate explained

UpToDate, an online system providing quick and easy access to information to support staff in making decisions about patient care, is now available on Staff Room.

The system, which has previously only been available in York, gives immediate access to clinical information to better inform clinical decisions. It covers 10,000 topics in 20 medical specialties and each topic includes a synthesis of the literature, the latest evidence, and recommendations for patient care – all written by doctors.

The Trust’s Medical Director, Dr Alastair Turnbull, said: “Up to Date is a superb, contemporary source of clinical information. It is now very comprehensive, covering most areas of medicine. Well referenced, it is easy to search and the information is very clearly presented. Many of us use it for immediate information such as in clinic or on the wards but also as a teaching source. American in origin, it loses very little in relation to UK practice and my only problem with it has been once I start a search I end up looking at all sorts of other, equally well written pieces too. As a Trust we have gone to some lengths to make this available to all staff and I commend it strongly. Access is now easy and free to individuals within the Trust, so do please use it!”

To access UpToDate just go to the quick links on Staff Room homepage (no password) or by signing in with an NHS Athens password at www.uptodate.com/home using the ‘Log in via Athens’ option on the bottom right.

For further information please contact Bethan Carter on ext 772 1645 or email bethan.carter@york.nhs.uk

Recruitment drive makes national nursing magazine

GOOD news travels fast, as was proved recently when news of the Trust’s innovative Healthcare Assistant recruitment process reached the pages of a national nursing magazine.

The Trust’s project to reduce high turnover rates among Healthcare Assistants involved a mandatory open day to gain a full overview of the job before completing their application form.

This saw the Trust recruit people based on their qualities and values rather than their academic qualifications. Since its implementation, turnover rates have fallen dramatically and the project has been hailed a success.

An article explaining the Trust’s unique recruitment process, and its subsequent success, featured in July’s issue of Nursing Standard Magazine focussing on some of the practical aspects of the training such as ‘buddying’.

Healthcare Assistant Will Jones was pictured in the magazine and quoted as saying: “It was beneficial given that I had never done this type of work before, I was paired with someone knowledgeable. One of the core elements of the processes is to make sure you are confident in the tasks.”
‘Thank you’. These two words, though small, can mean so much when given in recognition of a job well done. But some patients do more than say ‘thank you’, they put it in writing too! Having spotted a number of ‘thank you’ letters in the pages of the local newspapers, we thought we would share some of them with you.

“All the staff were so happy, helpful, caring, reassuring, loved their work and performed as a very well motivated team. We are so lucky to have folk like these in our wonderful NHS. They should be paid footballers’ wages.” (York)

I found the medical care and food to be excellent” (Scarborough)

“Members of staff in all departments were kind and compassionate throughout, from the admin staff, porters, nurses, radiographers, doctors and paramedics.” (York)

My wife Silvia has just come out of Archways Intermediate Care Unit. We would like to thank all staff from doctors to cleaners. They made Silvia’s stay as if she was at a four star hotel...the food and service was first class. The nursing staff did everything to help Silvia get better. Anyone who has to go into Archways...will be well looked after. Thank you to all at Archways, you are a credit to the NHS. (Archways)

“I would like to thank the doctors and nurses at Scarborough Hospital’s A&E department. One nurse stood out in my opinion. I think her name was Anna, and not only did she calm me down and look after me, but asked how I came to get to A&E. I replied that it was by myself in my car but was not sure where I had left it as I think I lost consciousness somewhere near the department. She said ‘don’t worry’ and ensured my car and personal belongings were safe. This is surely far beyond the call of duty for a nurse. Thank you.” (Scarborough)

“We often find fault with the service we receive in various areas of life and the NHS has seemed to take a lot of criticism recently. I feel it is therefore necessary, as a balance, to place my experiences on record. My mother was recently transferred from York Hospital to St Helen’s Rehabilitation hospital. During her stay she received superb care from the staff, who were all gentle and patient with the elderly residents undergoing recuperation. The premises were always clean and had a ‘friendly’ feel to them, complemented by good food and first class care from a team of very caring nursing staff.” (St Helens)

Focusing on thank you

WELL DONE to Therapy Assistant Lesley Metcalfe who, along with daughter Amie Metcalfe (Occupational Therapy Student) and friend Laura Anderson (Occupational Therapist), all from Whitby Hospital completed a charity ride in support of the Lymphoma UK charity this September. The team completed 100km in 5.5 hours and have raised over £500!

Pictured, from left: Amie Metcalfe (Occupational Therapy Student), Lesley Metcalfe and Laura Anderson (Occupational Therapist)