Youngsters challenged to take over hospital

Young people from Westfield Primary Community School in York took over the running of York Hospital recently, as part of the Children’s Commissioner’s Takeover Challenge.

The event gave young people the chance to “takeover” parts of the hospital for the day. In doing so, they got to experience what it’s like to be in a real work environment and take on important responsibilities. The children also had the opportunity to ask questions about how decisions are made and understand the affect these decisions can have on young patients.

The 30 young people from the school spent the day taking

(Continues on page 2)

Have you got a story?

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

Elaine Vinter, Media and Communications Officer: elaine.vinter@york.nhs.uk
Or email staffmatters@york.nhs.uk
Children at hospital for Takeover Challenge

Staff from York Hospital take part in Takeover Challenge

The children have brought so many fresh ideas, imagination and energy

The children were asked for regular feedback during the day in order to capture their thoughts and ideas through creative sessions with the hospital’s children and young people therapy team, the arts team and the Trust’s patient experience lead.

Two of the lucky youngsters who took part were Caroline Kalucka and Oxana Bolshova, aged 11. Commenting on what their three favourite things of the takeover challenge were, Caroline said: “My first favourite thing was the lunch as the food and service were both amazing. I’ve also really enjoyed meeting the staff who have all been very lovely. And thirdly, just being allowed to be in a hospital and see how departments work day-to-day.”

Oxana added: “I’ve really enjoyed being allowed to talk to patients, doctors and nurses and finding out about hospital stays and jobs. I’ve also really enjoyed exploring the wards and finding out that more goes on in a hospital than you imagine.”

Some of the children will be coming back to the hospital this month to give feedback to the Trust Board about their findings.

UpToDate renewed for another year

UpToDate is an evidence-based, physician-authored clinical decision support resource which clinicians can use to make the right point of care decisions. As a highly regarded resource in the Trust the Medical Director, Mr Jim Taylor has renewed the Trust’s subscription for another year from 1 July 2017 through to 30 June 2018.

Mr Taylor explained: “UpToDate is an invaluable source of clinical information for clinicians of all levels and I would recommend that all staff use this resource to aid best clinical practice.”

Although many clinicians access UpToDate from CPD, it is available from any Trust computer through the Staff Room home page or from home with a NHS Open Athens account, making this valuable resource available to all Trust doctors, nurses and other healthcare professionals.

- If you would like more information on UpToDate, a demonstration or training in how to make best use of this resource then the Trust’s clinical librarians will be happy to help, just contact the Library at library@york.nhs.uk

The feedback the children have given us on our services and environment will be invaluable in making improvements for children, young people and families.”

Vicky adds: “Giving children a voice and seeing everything through the eyes of a child is really important in helping us to make improvements.

“The children have brought so many fresh ideas, imagination and energy to the areas they visited - the Trust will certainly benefit from their fresh perspective.”

The children taking part in the challenge were selected via a school application process. They had to explain why they should be chosen for the trip and what they hoped to benefit from it. Many expressed an interest in a nursing career, whilst others wanted to come along so they could find out how to cure illnesses.

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Focus on… Phlebotomy – serving over 300,000 patients a year

IN THIS month’s Staff Matters we’re focusing on a service that sees a staggering hundreds of thousands of patients a year, and often signals the start of a patient’s journey.

York Hospital’s blood taking service sees over 128,000 patients a year – an average of around 10,660 a month.

The team work throughout the hospital and in the community with the largest groups of patients on the wards and in outpatients. They also work in GP practices, Haematology and ASDA blood taking.

Catherine McCluskey, Phlebotomy Manager, explained: “The service employs 31 phlebotomists and four senior phlebotomists at York Hospital, who also cover satellite clinics at ASDA Monks Cross, Selby War Memorial Hospital, Tadcaster Medical Centre and Sherburn Medical Centre. We have ten phlebotomy staff and a senior phlebotomist at Scarborough Hospital.

“We see between four and five thousand patients each month at ASDA alone and patients love the service there because it is so accessible.

“While having blood taken is a routine procedure, patients may be nervous about it so our team has to reassure them and put them at ease. As a phlebotomist, you need to be willing to be hands-on with patients and to be caring and kind, as well as being careful and methodical. “It takes the ability to explain procedures to patients; in reality there is much more to the role than just collecting a blood sample. “We’re a very busy department so when working under pressure practical skills are vital – our phlebotomists certainly need a steady hand!”

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

Loving your job

PHLEBOTOMY SPECIAL

Who are you and what do you do?
My name is Charlotte Goodall. I work as a Senior Phlebotomist at Scarborough Hospital.

How long have you worked for the Trust?
I have worked at Scarborough Hospital for seven years.

What attracted you to work for the NHS?
I wanted to move from beauty therapy into the medical sector.

What do you like best about your job?
No two days are alike. You meet so many interesting people on the wards and in our clinics. I work alongside many other departments and wards and everyone is so friendly and happy. I am fortunate to have a great team that has sound work ethics and can be relied upon to manage any situation.

What’s a good day for you?
A good day for me is all patients seen to, small queues and no ‘fainters’.

What’s the best bit of advice you were given?
We can only do what we can do.

Who are you and what do you do?
I’m Catherine McCluskey, Phlebotomy Manager.

How long have you worked for the Trust?
Since August 2002 – I joined the Trust as a contact centre agent, moved to ophthalmology, dermatology and finally phlebotomy.

What attracted you to work for the NHS?
The opportunity to work for an organisation that provides a top class service to patients. I have moved departments whilst employed by the Trust and using my skills and knowledge gained through previous roles this has given me a fuller understanding of pressures each department face everyday.

What do you like best about your job?
I am proud to work for the NHS, it is very demanding at times but we all work together to help patients.

What’s a good day for you?
Being able to offer a gold standard service to our patients and colleagues on the wards.

Why not tell us why you love what you do?
Email staffmatters@york.nhs.uk
Innovative training model developed

The team at Scarborough Postgraduate Medical Education are celebrating the success of their recently developed Cricothyroidotomy model.

The airway models were used in place of sheep’s larynxes, used to teach trainees the surgical airway procedure, during a recent trauma course held in June. Candidates and instructors from across the UK were the first to test the models and relay valuable feedback to the development team.

Mr Andrew Volans, Simulation Lead, said: “This is the start of a new approach to increasing the quality and fidelity of training in the Trust. We are not trying to re-invent the wheel but rather seek to address gaps in what is available and affordable, utilising the unique skill set of our team members to innovate and enhance the training we can deliver.”

Mr Volans demonstrating the Cricothyroidotomy model developed by the team at Scarborough Postgraduate Centre eradicates the need to rely on animal anatomies to teach and simulate the cricothyroidotomy procedure.

Mr Volans added: “These models are not only more appropriate for practising the procedure, they have significantly reduced the cost and inadequacies inherent in animal model methods.”

Feedback from course candidates and faculty was positive and focused on ‘high-fidelity realism’ and ‘cost-effective’ aspects of the model. The team plans to utilise the feedback to refine and further enhance the model.

Maria Wilkinson, Medical Education Manager, said: “Our team is working on developing other models and we are excited for what the future holds as we develop our technology and innovation capabilities.”

Task force to reduce bloodstream infection

A YEAR-LONG initiative to reduce rates of bloodstream infections has been launched with a multi-disciplinary team from across the Trust.

A team of clinicians, including infection prevention staff, ward sisters, medical staff and clinical skills facilitators are working collaboratively with the aim of reducing staphylococcal bacteremias, or MSSA, within the Trust.

Dr Anne Whiteside, chair of the group, said: “Our aim is to focus on interventions that will reduce our MSSA bacteremia rates. The causes are varied; however the top reasons include infections due to cannulas or central lines, chronic skin conditions or a combination of these.

“Areas of focus for the project include improving use of aseptic no-touch technique for inserting cannulas and empowering patients to ask for their cannulas to be removed when no longer required. We are increasing compliance with mandatory ANTT (aseptic no-touch technique) training, and reducing the number of cannulas inserted. One area that nursing staff can help is by ensuring cannulas are checked twice daily, once in the day shift and once in the night shift, and assessing for pain or redness to help recognise the earliest opportunity that a cannula should be removed.”

Anyone wishing to get involved in the project, or would like to contribute ideas should contact the project lead anne.whiteside@york.nhs.uk

Long service on east coast rewarded

MEMBERS of staff, who, between them, have clocked up over 1,000 years of service, were honoured at a Long Service ceremony. The annual event took place on 6 July at the Crown Spa Hotel, Scarborough, where deputy chief executive, Mike Proctor, paid tribute to the dedicated and caring staff from across the Trust – many of whom have spent much of their working lives in the NHS.

Individuals honoured at the event were those who have reached their 25 and 40 year service milestone.
May finalists

Star Award

Recognising and celebrating the achievements of our staff and volunteers

Julie Preston, Theatre Sister, York Hospital

Julie was nominated by a family for the care, respect, kindness, commitment and thoughtfulness she demonstrated before, during and after the mother of the family received high risk surgery.

The family praised Julie for going above and beyond to ensure they were kept up to date and looked after. The family felt that Julie’s care and professional approach made them feel like they were the only people around - and that what they were going through was important to her.

“Julie’s actions gave us all faith in the NHS and the staff who care for us and our loved ones. It made us feel like we were important and a priority and made it possible for us and our loved ones. It made us feel like we were important and a priority and more than anything it gave us hope and kept us going through a difficult time.”

Camilla Picknett, Antenatal and Newborn Screening Co-ordinator, York Hospital

Camilla was nominated by Liz Ross, Head of Midwifery and also on behalf of Linda Horton-Fawkes, Senior Infection Prevention Nurse and Freya Oliver, Matron.

Following an infection prevention alert Camilla took responsibility for tracing, arranging testing and being the named contact for all affected patients. Camilla efficiently followed up every patient contact herself, in addition to carrying out her day to day work. Camilla’s actions demonstrated a dedication to providing patients with information and support to enable them to make decisions about their health.

Eye Clinic and Ophthalmology teams, York Hospital

The Eye Clinic and Ophthalmology teams were nominated by the parents of a young child because of the personalised treatment their son received.

Their five year old son was admitted on Easter Monday with a sinus infection that had travelled into his eye socket, causing orbital cellulitis. From their initial contact to their final outpatient appointment, the family felt that the care their son received from the whole of the eye team was exceptional.

The team ensured continuity of care by fitting him into already full clinics or before clinics and other commitments they had that day, and kept the parents informed in a clear manner and answered all their questions. Most importantly, the family felt that the team made their son feel special through simple acts of kindness that made his suddenly very unfamiliar and sometimes cause him pain, manageable.

“Julie’s actions gave us all faith in the NHS and the staff who care for us and our loved ones. It made us feel like we were important and a priority and more than anything it gave us hope and kept us going through a difficult time.”

Beth Freer, Emergency Department Staff Nurse, Scarborough Hospital

Beth had the presence of mind and ability to anticipate that time critical interventions would be needed and made herself available to assist by bringing equipment and medications that would be needed, without having to be instructed or directed. This level of anticipation and awareness of the likely treatment requirements for a patient makes a huge difference when treating critically ill patients and performing time critical interventions. She also simultaneously cared for the patient’s relative by explaining what had happened and the likely course of future management.

Making the nomination, Greg Pursord, Specialty Registrar, wrote: “As an experienced member of the critical care team, this patient was one of the sickest I have encountered and Beth’s actions more than likely made the difference to whether this patient survived or not.”

Louise Pearson, Administrator ED, Scarborough Hospital

Louise, an administrator in the ED at Scarborough, identified a very sick child on booking her in to the Emergency Department and informed medical staff straight away. The child was very unwell and was diagnosed as a new diabetic in DKA and had to be treated in Resus in order to stabilise her.

Louise showed that she cared for the patient on arrival and although not medically trained, identified correctly that this was a very unwell child who needed immediate treatment. Louise’s professional manner ensured the best outcome for the child.
I t feels to me as if the last few months have provided us all with food for thought and sadness, as previously unthinkable events have taken place around us: the Manchester atrocity; the international cyber-attack which affected the NHS including our trust; the two terror attacks in London; and most recently the tragic fire at Grenfell Tower.

Of course, we all know the risk of these events exists but our belief has always been that the likelihood of any one of the events happening is remote. The last few months have shown us that just because a risk is unlikely to happen, it definitely doesn’t mean it won’t or can’t. The role of our board is to consider these risks with great care and to ensure that the trust has clear plans in place.

The board seek assurance that our emergency plans are in place and that individuals know what to do in the event of a major incident happening. I want all staff to know that managing these risks is a vital objective of the board of directors. Despite the challenges which we face, I have been delighted to read about the many heart-warming activities taking place over recent weeks. The ‘takeover’ of parts of York Hospital for the day by children from Westfield School, who got to experience what it’s like to be in a real work environment and take on important responsibilities is just the kind of engagement that really makes a difference.

The recent confirmation of a patient into the church on one of our wards by Bishop David Smith, a retired bishop who lives locally and is married to a one of our volunteer visitors, is a touching example of our community and the Trust working together. I have also been pleased to learn of the significant strides forward for our charity and Dementia Appeal. Only recently, at Scarborough Hospital, I have been inspired by the innovative ‘tree’ ward organisation charts.

It seems that round every corner, despite the pressures we face, there are moments of magic. These moments help us improve the care and experience of our patients and move us ever closer to fulfilling our ambition to be true to our values.

Sue Symington
Chair

Recent Staff Survey results indicate that staff want to understand more about incident reporting – what happens when you report an incident, where does it go and how is feedback provided?

To learn and understand more, Staff Matters caught up with Jo Nelson-Smith, Healthcare Governance Unit:

“When you report an incident on Datix, a number of actions are triggered as a result.

“Every day staff from the Healthcare Governance Unit review the incidents reported the day before. As part of this review the team may ask further questions to determine if any harm came to patients or staff as a result of the incident.

“If there are no further questions and no escalation is needed, a local investigation will be undertaken by the nominated handler of the incident.

“With some incidents, it is immediately clear that they need a senior review. These incidents are escalated to the deputy director of Healthcare Governance, who will discuss the incident with a member of the Medical Director’s team if the incident is a patient safety issue. Where further discussion is required the incident will be reviewed at the weekly Quality and Safety Briefing – this includes all incidents related to staffing, which are reviewed by the corporate nursing team.

“After discussion of the incident a decision will be made as to what level of investigation is to take place – for example, a local investigation, or where the incident is serious, it may be declared a Serious Incident for a formal and more in-depth investigation and action plan.

“The findings of incidents which are reviewed locally should be discussed with colleagues at local meetings for sharing of learning. Good practice may be a discussion at ward safety briefings, directorate governance meetings and, where appropriate, on a one to one basis.

“Learning from serious incidents is always disseminated across the organisation.”

Jo added: “Remember you can and do make a difference to patient, public and staff safety. If you see or experience something that should not have happened, report it.”

We will all at some time in our NHS careers, see, or experience something that should not have happened. Whether that is a patient falling on a ward, a malfunctioning piece of equipment, a near miss, having a needle stick injury and many other types of incident. What is important is that we:

• are not perceived as an organisation that seeks to apportion blame
• learn from mistakes and prevent such occurrences from happening again
• we demonstrate to our patients and the public that we are an open and transparent organisation
Community Pride Awards

Shortlisted as health hero

A member of York Hospital’s patient administration team "who goes the extra mile" has been nominated for a Community Pride Award.

Catherine Gascoyne has been a waiting list co-ordinator at the hospital for 19 years, although she has worked at the hospital for nearly 30 years, having worked in the pathology department as a clerical officer before her current role.

Catherine has been put forward for a Community Pride Award, in the Health Service Hero category, by a patient, Susan Watson.

Susan said: “Miss Gascoyne has helped me enormously through a number of hospital procedures. She is kind, calm and efficient, and always goes the extra mile to ensure that patients’ needs are met, often at difficult and stressful times. Susan added that Catherine is a “shining example of how the NHS should operate,” and is “a credit to the organisation.”

The Community Pride Awards are run by The Press in partnership with City of York Council and the primary sponsor is York-based healthcare organisation Benenden. The three finalists from each category will be invited to the awards ceremony at York Racecourse in October, when the winners will be revealed. Good luck Catherine!

Consultant says farewell

LONG-SERVING Consultant Urologist, Graeme Urwin, retired at the end of June.

Graeme started his career in 1971 as a House Surgeon at St Mary’s Hospital London. Pictured here with colleagues from the Malton Diagnostic Centre (MDC), in the later part of his career Graeme led on the design and implementation of the MDC, which opened earlier this year.

Sarah Hillery, Urology Nurse Practitioner, said: “Graeme has always been a strong advocate for advancing nursing practice and has a huge amount of respect for the contribution of nursing to patient care. He’s also been a good friend and mentor to many of us. “He cares very deeply about patient care and also the wellbeing of the staff members in his team.”

We wish him well in his retirement.

“Graeme has always been a strong advocate for advancing nursing practice”

Project Choice – placements needed now

PROJECT Choice is a work-based programme which supports young people (16-25 years) who have learning disabilities, difficulties or autism with the social and work based skills needed to enable them to become work ready and help them to understand the pathway in to employment.

Karen Porter, Project Choice Area Manager, explained: “The majority of people with learning disabilities want to work and can make a valuable contribution to employers. Starting in September we are delighted to be welcoming and enrolling 22 students onto the internship programme, following a successful pilot at Scarborough Hospital last year.

“The unpaid internship, which lasts one academic year, is sponsored by Health Education England to help young people remain in full time education, whilst gaining valuable work experience. The interns have already completed vocational training and have qualifications, so they are now simply looking for the opportunity to put these skills into practice.

“The Trust is now actively seeking placements for these interns in both clinical and non-clinical work areas. Please carefully consider if your department can assist these young people and support them into full time employment.

“Placements last for 12 weeks, up to four days a week and can be flexible around location and work hours – depending on need and job roles.

In addition, they spend one day studying maths and English and professional skills. Please contact Karen Porter, karen.porter@york.nhs.uk for more details about placement opportunities.
A new text messaging service to remind patients of their appointments is being promoted across the Trust.

In April, an online form for patients was launched which allows people to request to reschedule or cancel their outpatient appointment. The form also captures patient consent to receive text message appointment reminders and over 80 percent of people have opted to receive these so far.

Steph Holloway, Patient Access Improvement Manager, said: “Over a 12 month period up to February this year 65,390 patients failed to attend their first and follow up outpatient appointments. At £136 per appointment, this was a loss to the Trust of over £8.8m.

“Patients do not attend their appointments because they have either unintentionally forgotten the date, or failed to inform the Trust that they no longer wish to be seen. This can result in an unnecessary delay to the patient’s care pathway.”

To date, over 1,000 patients have used the online form which has already enabled the team to efficiently fill empty clinic slots. Alongside the form, mobile telephone numbers with consent for patients to receive text message reminders of their upcoming outpatient appointments are being collated.

Steph added: “Our aim is to help reduce the number of patients who fail to attend their appointments and, in turn, manage clinic slots more efficiently. We are asking staff to make their patient contact count by giving patients the opportunity to opt in to receive text message reminders.”

Posters are being circulated to display in patient waiting areas to promote the free text message appointment reminder service. To register for the text messaging service patients simply need to give their mobile phone number to any outpatient’s reception. For cancellations or rescheduled appointments, patients can complete the online form on the Trust’s website.

**Memorial garden for Joyce**

STAFF at Malton Hospital held a small gathering to commemorate and celebrate the life of their colleague Joyce Isherwood who sadly passed away last year, shortly after receiving her 40 years’ service award.

Staff at the hospital have created a special garden on Fitzwilliam Ward to remember her. A bench was purchased in honour of Joyce and a rose planted called ‘sweet dreams’. As Joyce kept chickens, the garden even hosts artificial chickens as a tribute.

Fiona Scott, ward clerk on Fitzwilliam Ward, said: “Joyce was always fully dedicated to helping, respecting and caring for everyone who came into her life. She was very proud to have worked for the NHS for 40 years.”

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**RESEARCH NEWS**

THE RESEARCH teams have been hard at work and halfway through the year are showing some excellent results in recruiting to clinical trials.

Oncology nurse Wei Chan and the haematology/oncology team are the highest recruiters so far in the region for a trial that researches how patients make decisions about their own care. The team have recruited an impressive 385 patients to the Facilitating Informed Decision Making in Haematological Oncology (FIDO) trial, where patients fill in questionnaires before and after clinical appointments. The team has also been complimented on their excellent communication skills in a study set up for the ENRICH trial, where they were praised for being the best in 70 sites.

The anaesthetic team has recruited an impressive 22 patients to the PROBESE trial, which is aimed at improving post-operative respiratory failure in obese patients. Kate Howard, research nurse, gave a presentation at the Clinical Research Network regional anaesthetic meeting to evidence their achievements and share their good practice.

Midwives Samantha Roche and Holly Alcock, along with Clinical Trials Assistant Jess Bailey, have recruited their 150th patient to the PRIDE trial which looks at micronutrients in the blood of pregnant women at risk of gestational diabetes. They have already reached their target through demonstrating real team work between the research teams and clinical staff.

The teams celebrated international clinical trials day in May with a display in the main foyer at York Hospital to evidence all their fantastic work. They also participated in the Festival of Ideas run by York University and the Trust’s Patient Safety Conference. Both opportunities provided great opportunities to interact with staff, patients and public and to inform them of work of the research department.
Fire safety is everyone’s responsibility

THE TRAGIC and devastating fire at Grenfell Tower has served as a keen reminder of fire safety, and as a Trust we all share a collective responsibility towards fire safety.

Mick Lee, Fire Safety Advisor, said: “Whether we realise it or not, everyday we work in a high risk environment and as such we can always benefit from refreshing our fire safety awareness.

“We all need to be pro-active in our approach and have another look at our work areas and ask what we can do to make things better or safer.

“Thankfully fires in hospitals are a rare occurrence – help us keep it that way. Fire safety is, for the most part, common sense – and prevention is always better than a cure. Never be afraid to raise your concerns. Should you need to discuss or raise an issue, you can contact a member of the fire safety team.”

Follow simple housekeeping, such as:

• Not allowing waste to accumulate
• Not obstructing the means of escape
• Keeping stairwells and corridors clear of obstructions
• Not overloading electrical sockets
• Not wedging fire doors open
• Leaving toasters/microwaves unattended when in use
• Reporting of faults

Fire safety contacts
• Colin Weatherill Health, Safety and Security Manager (771) 2212
• Kingsley Needham Health and Safety Manager (772) 5362
• Mick Lee Fire Safety Advisor (772) 6991
• Kevin Hudson Fire Safety Advisor (771) 6183

NHS fraudstoters to be tackled by new authority

A NEW organisation dedicated to tackling fraud, bribery and corruption within the health service in England has been announced by the Department of Health. The new organisation will be the NHS Counter Fraud Authority (NHSCFA).

Fraud can cost the NHS millions of pounds each year and the NHS Counter Fraud Authority (NHSCFA) will ensure that NHS funding directed to front line patient care will be used exactly for that – and won’t end up in the pockets of those who seek to divert NHS funds for their own use.

The NHSCFA will provide a clear focus for both the prevention and investigation of fraud across the health service and will work with NHS England and NHS Improvement to properly uncover fraud and tackle it effectively.

The new organisation is being created using the existing professional resources and staff from NHS Protect.

Fraud in the NHS can be complex and varied, and the loss suffered by the NHS ranges from a few pounds to hundreds of thousands - and occasionally millions.

It is estimated that prescription fraud alone costs the NHS £217 million each year – where some people falsely claim to be exempt from the £8.60 prescription charge. Fraud in the NHS can be fraud can cost the NHS millions of pounds each year.

The NHS Counter Fraud Authority will be established as an independent Special Health Authority from July 2017. For more information visit www.nhsbsa.nhs.uk/nhs-protect.

Friends and Family

Would you recommend the Trust to your friends and family as a place to work and a place for treatment and care? We want to hear from you and need your feedback!

The national Staff Friends and Family survey has been launched and begins by asking staff in Out of Hospital Care to give us their honest opinions to help us improve.

The survey operates over three quarters of the year, Q1 (April-June), Q2 (July-September) and Q4 (January-March). Every staff member will have an opportunity to have their say about their own experiences in their area of work.

The survey is anonymous and is managed by our external provider - Patient Perspective - and your responses will be sent direct to them. It only takes a couple of minutes to complete and we would encourage you to take the time to do so.

Staff will only be required to fill in the survey once. Further invitations will be sent out to staff by directorate in either quarter 2 or 4.

Those selected this quarter will receive an email from Patient Perspective from SFFYTH@patientperspective.org with the subject heading Staff Friends & Family Test Quarter 1 Do Not Delete.

It is really important that we receive your feedback so we can learn from you about the quality of service we deliver and give you a real opportunity to influence change in your immediate working environment. Your feedback can have a real impact on how we can work together to focus on the things that matter to us all.

When thinking about your responses, please consider these questions in respect of your team, directorate, and the wider organisation. Particularly, around how you feel working in the team/directorate, what you think needs to change, what you think is good and what you think would make your work life better.

If you have any questions about the survey please speak to your manager.

Grateful artist donates painting

SELF-TAUGHT Selby artist, John Thornton, has gifted a painting to the Head and Neck Department as a thank you for the exceptional treatment and care he has received over the last twelve months.

The painting, entitled Wave uses mixed media of acrylics, ink and watercolour, and depicts the local seascape of the Yorkshire Coast. John explained: “Possessing a love of the sea, it is the perfect subject for me – constantly changing in nature and mood; it provides an endless template with which to work.”

He added: “I simply wanted to say thank you for the amazing care and treatment I have received – without these people I wouldn’t be painting today.”

In the above picture are Debbie Wardle, Macmillan Head, Neck & Thyroid Clinical Nurse Specialist; John Thornton, local artist; Michael Bewell, Directorate Manager; and Debbie Thornton.

Report NHS fraud

If you have any suspicions or concerns about fraud in the NHS, please report them on 0800 028 40 60.
How to stay well as we age

Lots of magazines and advertisements tell us how to stay young, with an ever expanding range of anti-aging products, procedures and fad diets.

Growing evidence in peer review journals, state that those who regularly consume fish, vegetables and eat healthily, only drink alcohol in moderation, and take regular exercise will maintain better health as we age.

So what can you do to improve your lifestyle and stay well as you get older?

A good place to start is to have a health check, which will give you a baseline of measurements which help you to see where you may need to make changes to your lifestyle to support your health and wellbeing.

The Wellbeing Team is currently providing free health checks to staff employed by the Trust. An algorithm, which uses parameters such as blood pressure and cholesterol to measure heart age, can provide information on the risk factors of cardiovascular disease.

The health check lasts an hour and involves the following measurements:

- Blood pressure
- Cholesterol and blood glucose test (using a blood sample from a finger prick test)
- Weight
- Waist measurement
- Height and BMI

The team also looks at your risk score for diabetes and cardiovascular disease, and discuss the impact of lifestyle factors such as alcohol, smoking, stress, nutrition and physical activity on your health. There is also an opportunity to look at goal setting for change and you will receive a report of the results of the measurements to take away.

While there is no magic wand to reverse the ageing process, there are many things that we can do to look after ourselves in order to enjoy better physical and mental health as we age. A health check is a good place to start. If you would like to book a health check email the Wellbeing Team at wellbeingteam@york.nhs.uk.

Health, lifestyle and fitness course offered by the Trust

‘STEP Into Health’ is a nationally recognised qualification in health, lifestyle and fitness. It aims to help people of differing health and fitness levels improve their wellbeing and empower them to achieve their own personal health objectives.

We are pleased to be working with Loughborough College in promoting these courses, which we have been lucky enough to have free places on for the third year running.

The course involves three modules, which include Physical Activity, Stress Management, Nutrition and Weight management through a 13 week distance learning programme, so you never have to attend college or take time off work. You will receive a theory manual and a workbook for each module. You will submit your workbook at the end of each module to the college for assessment and receive a certificate on the successful completion of the course.

To be eligible you must be an employee of the Trust and agree to take part in the course evaluation process. If you would like a place, please complete the application form which is available on Staff Room. Select the staff benefits button on the quick links section of the home page of staff room and then select the Wellbeing Team button (Health Programmes).

The closing date for applications is 21 August 2017 to start the course on 25 September 2017.

Please note places are limited. If you would like to discuss this course further, please email the Wellbeing Team at wellbeingteam@york.nhs.uk.

New wellbeing service launches with free online health check tool

A new wellbeing service for York residents has launched with the aim of helping people live happier, healthier and more active lives.

The YorWellbeing service is led by City of York Council’s public health team and seeks to bring all the healthy living services together, giving residents access to advice and support on healthy living.

As the new service launches, residents are being encouraged to have a free health check online at www.yorwellbeing.org.uk.

The health checks aim to tell people about their risk of preventable health conditions, help them learn about how lifestyle can influence risk and offer advice to live a healthier lifestyle.
STAFF BENEFITS

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

Big turnout for benefits fair

The Staff Benefits fair at York Hospital was a great success with over 1,000 staff and 42 local companies attending.

General feedback was very good – ‘a variety of stalls’, ‘lovely on the grassed area’, ‘good atmosphere’, ‘interesting stalls with great information and food tasting’.

Minster FM’s prize pod, the Crystal Maze, was a popular attraction with great prizes to win donated from local companies.

The Staff Lottery was drawn by Trust Chair, Sue Symington, with over £8,000 in prizes to be won. The two lucky winners of the star prizes of £2,500 were Chris Moore from Catering and Kate Vardigans from Biochemistry, York Hospital.

Check out the Staff Benefits website for more photos of the event.

Theme parks and attractions this summer

With the summer holidays looming, we have some great discounts for staff with a valid NHS ID card.

For all offers check out the staff benefits pages on the website.

- Alpamare Waterpark Scarborough – tickets available from Staff Shop Scarborough
- Flamingo Land – discounted tickets available from the Staff Shops during the open season
- Alton Towers Resort – save up to 44%, call 0871 222 4001 and quote NHS17
- LEGOLAND Windsor – save up to 40%, call 0871 222 4001 and quote NHS17
- Thorpe Park – save up to 40%, call 0871 222 4001 and quote NHS17
- Warwick Castle – save up to 48%, call 0871 222 4001 and quote NHS17

Did you know that we add all new offers, discounts and latest news to our Facebook page? It’s a great way to keep up to date with Staff Benefits! Find us @YHFTBenefits
Childrens Ward to benefit from art exhibition

A LOCAL photographic artist is donating all the profits from a photo exhibition at York Hospital to benefit the young patients who have to stay in hospital.

James Sharp, an amateur photographer with a keen interest in wildlife, is hoping to raise funds for York Teaching Hospital Charity (YTHC) to improve the environment in the children’s ward. The exhibition features a striking collection of people, wildlife and landscapes and can be viewed on the hospital’s main corridor until October. The framed photos are available to buy for £40 which will go directly to YTHC for the children’s ward. The ward looks after over 8,000 children each year from across York and North Yorkshire with a huge range of illnesses. From cancer and cystic fibrosis, to operations on broken bones and serious infections, the charity funds the extras above and beyond the NHS to make patients feel better.

James said: “I hope patients, visitors and staff at the hospital will enjoy the photos as much as I have enjoyed taking them. It’s a pleasure to help raise money for the charity.”

Skydive for the Dementia Appeal

CALLING all daredevils! York Teaching Hospital Charity is on the lookout for people to take part in a skydive in aid of their Dementia Appeal on Saturday 16 September 2017, at Bridlington Airfield. There are 10 places available on a first come, first serve basis. To sign up and find out more, email the Fundraising Team at charity.fundraising@york.nhs.uk or call 772 4521.

Nikki Waterhouse Trust donation

THE CHARITY has secured a £15,000 donation from the Nikki Waterhouse Trust to pay for the completion of a new sensory room on the Children’s Ward at York Hospital.

The Nikki Waterhouse Trust was set up by friends and colleagues from Hunters Estate Agents in memory of Nicole Waterhouse who was sadly taken in tragic circumstances in 2013. Nikki loved children and so the trust in her name aims to support children and their families in times of need.

Staff had already raised £1,200 towards the room and this significant donation now means it can be installed this summer. The money will pay for the complete refurbishment of the current inadequate sensory space, providing a multi-sensory room for the ward which will bring many benefits to children of all ages in York Hospital. The room will act as a therapeutic area to assist treatment and enabling both physical and mental stimulation. It will also act as a safe and quiet place for patients and families away from the busy clinical environment.

One child to benefit will be Evelyn, pictured, whose mum was thrilled to hear the news. The cheque was presented to the Children’s Ward by John Waterhouse from the Nikki Waterhouse Trust and Hunters Estate Agents.

For more information or to support an appeal please contact the fundraising team at charity.fundraising@york.nhs.uk

Go to our Facebook page for more