Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care at the Trust’s annual Celebration of Achievement ceremony this month.

The Celebration of Achievement Awards showcase the exceptional accomplishments of individuals and teams working for the Trust over the past year, with over 200 staff and guests applauding their success.

Patrick Crowley, Chief Executive said: “It is with great pride that I have watched our awards programme go from strength to strength, and we have received more nominations than ever this year. This is a fantastic endorsement of our staff and our organisation, particularly at a time when the pressures we face have never been greater.

“I feel privileged to work in the NHS, to be part of this organisation, and more importantly to work with you in seeking to provide at all times the very best healthcare we can.”

Full coverage of the awards: pages 6-9

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’s lifesaving record bid

Local schoolchildren from Hackness Primary C of E School were trained in crucial lifesaving skills recently as part of a national attempt to set a record for the most people simultaneously learning resuscitation skills.

The event was part of a Guinness book of records national challenge celebrating the Royal College of Emergency Medicine’s 50th anniversary.

Staff from Scarborough Hospital’s Emergency Department visited the school where 30 children, aged between eight and eleven, were taught cardiopulmonary resuscitation (CPR) on lifelike training manikins.

Ed Smith, lead consultant for emergency medicine at Scarborough Hospital led the team of skilled resuscitation trainers.

Ed said: “Thanks to the children and staff at the school, it was a brilliant event and our team managed to train 30 children in 30 minutes. We really enjoyed helping to educate and inspire children about the work of our own department and emergency medicine in general.

“Everyone can learn to help save a life, including children. They are capable of assessing a situation, responding calmly, remembering their training, and saving lives. There are many instances of children saving the lives of other children and even adults when they know what to do.

“Hopefully our event has helped highlight how emergency medicine has made a real difference to the lives of millions. To have made it to 50 years as a specialty is a real achievement.”

Headteacher of Hackness Church of England School, Lee Talbot, said: “The staff and children were delighted to take part in this special event. The amazing medical staff helped us to reinforce some important safety messages and hopefully equipped the children with skills that could prove useful in an emergency situation.

“We are always looking for new ways to enrich our curriculum through exciting experiences.”
Grant inspires new quiet room

A NEW quiet room where specialist nurses can speak to patients in a calm and confidential environment has been created in outpatients thanks to the Inspire project. Previously there was nowhere in this area for specialist nurses to give patients bad news about a cancer diagnosis. Often nurses would be stood in a busy corridor with many other people around looking for somewhere that was quiet. A dedicated comfortable room has been created with the Inspire grant with welcoming soft furnishings and décor. Healthcare assistant Julie Smith, who applied for the Inspire grant, is pictured right.

Trust teams promoting breast cancer awareness

October is Breast Cancer Awareness month and the Trust’s specialist breast cancer nurses have once more been spreading the word about symptoms, support services and treatment information.

The team highlighted the new initiatives by the Trust to support people after diagnosis and treatment.

Andrea Ward, Macmillan Breast Care Nurse Specialist, explained: “Nationally there will be 5,000 people diagnosed with breast cancer in October 2017. Although more people are diagnosed, more people than ever are surviving long term. “Because more and more people are living with and beyond a cancer diagnosis, we are now looking at ways support this group more appropriately and equip them to cope with the worries that persist following diagnosis and treatment.”

Breast cancer is the most common cancer in the UK. The lifetime risk of a woman developing breast cancer is 1 in 8. The majority of breast cancers (81%) occur in women over the age of 50. Andrea continued: “This year we have started running a ‘Moving Forward’ course in York with support from Breast Cancer Care. We run four sessions covering all aspects of the emotional and physical impact of a breast cancer diagnosis and treatment. This equips participants to self-monitor and to know how and when to seek help. We are now running the third course, and so far the feedback from participants has been excellent.”

As part of this, we are offering a Macmillan recovery package right across the Trust for people living with and beyond breast cancer from January 2018. This involves all patients who have completed their treatment having an appointment with a breast care nurse for a holistic needs assessment. A treatment summary covering all aspects of their treatment will be provided and a care plan developed. “Patients will be educated as to how and when they should seek help and be guaranteed immediate access back into the service for five years. The recovery package includes remote surveillance for all breast imaging plus the patient’s GP will be sent all relevant information to inform their care.”

The biggest risk factors for breast cancer are being female, age and a family history. However, although breast cancer is very common, only a small number of cases are due to inheriting an altered gene.

For more guidance visit www.breastcancercare.org.uk

Preparing for NHS70

ARE you a long-serving NHS staff member? If so, we need you to be a part of the 70th birthday celebrations for the NHS.

Next year the NHS is 70. We’re on the lookout for people who have worked in the NHS for many years to share your NHS stories from your years of service.

We want to hear any interesting experiences or stories you have from your time in the NHS, where you have made a real difference to patients’ lives or just a funny story involving you and your colleagues.

Email elaine.vinter@york.nhs.uk or call 7721592.
The second Nursing and Midwifery Conference ‘Caring with Pride’ took place in early October at York Racecourse, attended by over 200 nurses, midwives and care staff from across the Trust.

This year’s conference welcomed Tommy Whitelaw, from Dementia Carer Voices, as the key speaker. Tommy’s speech provided a carer’s perspective on the theme of ‘no-one ever asked’ and highlighted the transformational impact that listening, kindness and understanding made to his journey as a carer. It emphasised the importance of looking beyond a person’s diagnosis to engage with them as an individual. Tommy’s speech was emotional, inspirational and undoubtedly left a profound impact on many delegates.

During the conference delegates were urged to join the ‘You Can Make A Difference’ campaign, which asked staff to consider ‘What one thing will you take away and change in order to make a difference to the lives of people with dementia and their carers?’ Dementia Carer Voices have been overwhelmed with fantastic heart-warming and heartfelt pledges from the Trust - many of which can be read on online https://dementiacarervoices.wordpress.com

The conference was also the opportunity to launch the Trust’s new Nursing and Midwifery Strategy for 2017-2020. The strategy sets out a shared purpose for nurses, midwives and care staff to deliver high quality, compassionate care, and to achieve excellent health and wellbeing outcomes. Hard copies are being distributed during October and an electronic version is available Staff Room.

The conference also off kicked this year’s flu campaign, with over 100 staff receiving their vaccination ahead off the super clinics, including Chief Executive, Patrick Crowley, who led on the fight against flu.

Throughout the day there were a number of lively and interactive workshops, as well as the opportunity to put questions directly to the chief executive, finance director and chief nurse. The conference culminated in a final address from the Trust’s Chief Nurse, Beverley Geary.

Beverley said: “The conference was a brilliant opportunity for nurses, midwives and care staff from across the Trust to come together. I am delighted that delegates were so enthusiastic and keen to engage in learning and the sharing of knowledge and practice. “I am overwhelmed by the positive feedback we received on the day and since - especially regarding the profound effect Tommy had. I am pleased to confirm that Trust will be welcoming Tommy back next year, when he will be returning for a series of talks and to help launch ‘pledge trees’ in our hospitals.”

New nursing badge for the Trust

Earlier this year, the Trust celebrated Nurses’ Day (12 May) by inviting nurses, past and present, to design a pin badge unique to the Trust. The winning design was designed by Mrs Norma Mitchell, SRN, RMN. Now retired, Norma started her career as a nurse cadet in York, working at Clifton Hospital.

The new enamel nursing pin badge - the first of its kind for the Trust - is a unique and special way to recognise new nurses who train and qualify here at the Trust. The winning design will be worn from this autumn by all qualified nurses on completion of their preceptorship, as well as nurse associates, advanced clinical practitioners and associate practitioners who have trained and qualified at the Trust.

“Just want to say what a fabulous session Tommy Whitelaw presented. It reminded me of why I am in this profession and how much of an impact each and every one of us make to patients and their families on a daily basis”
Meet the finalists – August

Scarborough finalists Cassie and Janine

Matt Dean, Healthcare Assistant, Harrogate Renal Unit

Matt was nominated by Charge Nurse, Daniel Palmer, for showing an extraordinary level of compassion for the partner of a failing patient.

A chronically ill patient’s health unexpectedly declined and he subsequently went into peri-arrest with no expectation of surviving.

Despite all attempts, staff were unable to contact the patient’s partner because of her social and anxiety problems – meaning she would not answer the phone unless she can recognise the number.

Understanding the gravity of the situation Matt took it upon himself to visit the relative’s house to inform her of the situation in person.

From her home, Matt was able to get in touch with the ward and support her while the consultant delivered the sad news. Matt’s empathy and care meant the patient’s partner was not alone at such a sad and distressing time. In his nomination Daniel says, “I have not seen this level of compassion of care from someone.”

Josh Dixon, Alex Large and Tony McGregor, Porters, Scarborough Hospital

Josh and Tony have all received fantastic feedback from local funeral directors and relatives in the support of care at death and care after death.

Supporting relatives in their bereavement is emotionally exhausting for anyone – and yet all three are described as ‘helpful, caring and professional’ and ‘going above and beyond’.

A specific phone call from a distressed bereaved relative, described the staff as truly outstanding in supporting him with the loss of his son over a weekend period when there were no mortuary staff available.

The porter role requires such diversity and to demonstrate such humanity in these difficult situations is commendable.

Cassie Halpin and Janine Nicholson

Cassie and Janine received a unique triple nomination from colleagues when they went above the call of duty to attend to the needs of a palliative patient and his family.

Due to the quickly deteriorating condition of the patient, his wife was understandably reluctant to leave her husband but had some critical medication she needed from home, some 30 minutes away.

Between them, Cassie and Janine organised the medication from the Pharmacy and arranged for the ophthalmologist to visit the wife on the ward so she wouldn’t miss her appointment.

In her nomination Kayleigh Moment, Healthcare Assistant, describes how Cassie and Janine’s teamwork and commitment to the job made her feel extremely grateful and thankful to be part of such a proactive and caring team, that strives to provide holistic care to patients and their families – “the two nurses in question are fantastic role models and an asset to the ward and their profession”.

Jenny Marsden and Lucy Rush

Jenny and Lucy were nominated by a colleague, Helen Green, Healthcare Assistant, for the help and support they readily gave in helping to treat a baby with a stoma.

The baby’s parents had not received any instructions or information about his stoma care during their time at another hospital and subsequently the baby was transferred back to York without any care advice or support.

Out of concern for the baby, staff nurse Lucy contacted York Hospital’s Adult Stoma Care Team to seek advice. In response, quick acting Jenny went straight to SCBU to offer a much needed helping hand and to put mum at ease.

Despite never working with babies, let alone such a small baby, Jenny

Lucy Doughty

Lucy Doughty and Alison Spray, Lung Cancer Specialist Nurse and Lung Cancer Co-ordinator, York Hospital

Lucy and Alison were nominated by their Deputy Directorate Manager, Alex Sharp, for delivering and maintaining a fantastic service despite severe staffing pressures within the team.

The team play an important part in supporting patients through this complex pathway. Both Lucy and Alison provided top quality care to patients and continued to keep the lines of communication open between the various medical teams and worried patients - all while remaining positive and helpful.

Describing Lucy and Alison … ‘they care deeply about what they do and provide amazing support to patients throughout their complex cancer pathway’.

Matt Dean with nominator Dan Palmer

Lucy Doughty

Jenny Marsden and Lucy Rush with nominator Helen Green

Ward 17 staff
Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care at the Trust's annual Celebration of Achievement ceremony.

Living Our Values Award
Sponsored by Staff Benefits
Ian McGuffie, Domestic Technician, Scarborough Hospital
The Living Our Values Award goes to Ian McGuffie, Domestic Technician at Scarborough Hospital. Ian was nominated for doing an excellent job keeping the corridors clear, clean and taking immense pride in the work he does.

Runners up: Meg Ievers, Physiotherapist, Scarborough Hospital; and James Rushby, Palliative Care Nurse Specialist and Nicola Howarth, Palliative End of Life Educator

Excellence in Patient Experience Award
Claire Worrall, Staff Nurse Anaesthesia and Theatres, York Hospital
The Excellence in Patient Experience Award was awarded to Claire Worrall, Deputy Sister Intensive Care Unit (ICU), at York Hospital who was nominated for her outstanding care of a long term ventilated patient on ICU. Claire organised a birthday party for this elderly lady and all of her family which allowed her to spend valuable time with her family and friends, despite her dependence on intensive care.

Runners up: Jennifer Lee, Ward Sister, York Hospital; and Lucy Mason, Midwife, Scarborough Hospital

Partnership Matters Award
Sponsored by Kier
Community Response Team, in partnership with City of York Council
Partnership Matters Award went to Ina James, Laura Walton, Rachel Daniel and Cathy Holman, York Hospital, in partnership with the City of York Council for their work on the supported discharge project. They were nominated for their crucial teamwork in making sure patients get home with the right care, as soon as possible. This work has seen the number of patients facing extended stays in hospital successfully reduced – allowing patients to instead receive routine assessments from the comfort of their homes.

Runners up: Michael Russell, Homeless Link Worker, York Hospital, in partnership with Arc Light; and Facilities Management, in partnership with Vital Energi
Unsung Hero Award
James Rushby, Palliative Care Nurse Specialist and Nicola Howarth, Palliative End of Life Educator, York Hospital
The Unsung Hero Award was given to members of the End of Life Care team, James Rushby and Nicola Howarth. The award was collected on their behalf by Kath Sartain, lead nurse for end of life care who nominated them. James and Nicola were responsible for averting tragedy when a patient of the team had failed to show for an appointment. After various attempts by Nicola to make contact, James was asked to call round to the house. After no response, the police were called and found the patient on the ground, where she had been lying for 24 hours, with a fracture. The quick thinking and persistence of James and Nicola showed amazing work and care of duty from both.

Runners up: Ian McGuffie, Domestic Technician, Scarborough Hospital; and Edwin Sellars, Healthcare Assistant, Scarborough Hospital

Enhancing Systems and Services Award
Scarborough First Assessment Team, Scarborough Hospital
Congratulations to the Scarborough First Assessment Team who won the Enhancing Systems and Services Award. The team overcame a number of challenges to provide more consistent assessments, reduce delays in the emergency department and enhance service for patients.

Runners up: Mr Graeme Urwin, Liz Hill and Anthea Thompson, Malton Community Hospital; and Surgical Assessment Unit development team, York Hospital

Efficiency Award
Express Carpal Tunnel Team, Bridlington Hospital
Well done to the Efficiency Award winners, Bridlington Hospital’s Express Carpal Tunnel Release team for their exceptional work in cutting patient length of stay times to a routine two hours and improving bed efficiency by up to 1,000%.

Runners up: Karen Cowley, Directorate Manager for Specialist Medicine, York Hospital; Susan Jackson, Midwife, Scarborough Hospital and Urology One Stop Clinic, Malton Diagnostic Centre, Malton Community Hospital

Patrick Crowley, Chief Executive said: “I feel privileged to work in the NHS, to be part of this organisation, and more importantly to work with you in seeking to provide at all times the very best healthcare we can.”
Volunteer of the Year Award
Bob Farish, Eye Clinic Volunteer, York Hospital
Congratulations to the Volunteer of the Year, Bob Farish, an eye clinic volunteer at York Hospital. Bob is a vital part of the service and his commitment and dedication to volunteering impacts in so many positive ways.

Runners up: Friends of York Hospital Singers, York Hospital; and Ruth Saxby and Jasmine May, Bridlington Hospital

Patient Safety Award
Judy Smith, Senior Sister, Scarborough Hospital
Judy Smith, Senior Sister of Oak Ward at Scarborough Hospital is this year’s winner of the Patient Safety Award. Judy has recently implemented coordinated overnight monitoring of Oak Ward which has seen the average number of falls on the ward significantly decrease. A great accolade for a ward that continues to put patients at the centre of everything they do.

Runners up: Joanna Andrew, Eoin O’Cuinneagain, Imogen Fairburn, David Worth, Laboratory Medicine, York Hospital; and Dr Amelia Bearn, Dr William Lea, Dr Jennie Kuznir, Dr Sam McMeekin, Dr Goodman, Dr Kesavan, York Hospital

Patient Award
Vicky Peterson, Staff Nurse, York Hospital
This year the Patient Award was awarded to Vicky Peterson, Staff Nurse on Ward 37, York Hospital. Vicky was nominated by a family for providing outstanding care to their terminally ill father and for making sure his last days was dignified and pain free. The family agree that they will be forever grateful for her exceptional support and reassurance. A worthy award for an exceptional nurse; thank you.

Runners up: Sharon Rhodes, Healthcare Assistant, York Hospital; and Karen Aston-Martin, Community Midwife, York Hospital

THANKS TO OUR SPONSORS
Charity Supporter of the Year
Sponsored by York Teaching Hospital Charity
Nicola and Simon Whiteley
Enormous thanks goes to Nicola and Simon Whiteley, charity supporters of the year, whose second child Bradley required the support of the special care baby unit at Scarborough Hospital following breathing complications upon birth. This prompted the couple to raise an amazing £7000 to help Scarborough Hospital purchase an extra airway pressure machine that will go on to help many others.

Runners up: Andrew Addison; and Katie Dean

Governors’ Award
Breast Screening Service, York
Lead Governor Margaret Jackson awarded the Governor’s Award to the Breast Screening service at York. Margaret spoke of personal experience of the team’s empathy and understanding to patients at difficult times and living up to the Trust values each and every day. The whole team from receptionists to consultants are praised for their empathy and understanding to patients at a difficult and frightening time. Nothing is too much trouble even when they are very busy and the team always take time to explain things, listen and answer any questions.

Runners up: IT Helpdesk, York and Scarborough; and Transport Department, Trust-wide

Chair’s Award
Trust Chair Sue Symington presented this year’s Chair’s award to Scarborough Matrons Sarah Clarke, Suzie King, Carol Halton and Harriet Lynch.

Nurse Leadership Award
Congratulations to Sister Hannah Bradley who won the Nurse Leadership Award for her inspiring energy and organisation when opening an extra ward to manage winter pressures.

Chief Executive’s Award
Patrick Crowley presented Mike Proctor and Sue Rushbrook with this year’s Chief Executive’s award for their contributions to the Trust during his ten years as Chief Executive.

Lifetime Achievement Award
The Lifetime Achievement Award went to retired urology consultant Graeme Urwin. He joined York in August 1989 as a Consultant in Urology and in total Graeme has served 42 years with the NHS - 28 of which have been with our Trust. Graeme led on the design and implementation of the Malton Diagnostic Centre creating a one-stop gold standard approach to urology diagnostics. Colleagues described Graeme as caring ‘very deeply about patient care and also the wellbeing of the staff members in his team.'
**Staff Matters**

**October 2017**

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**STAFF WELLBEING**

A regular section bringing you the latest news and developments from the Wellbeing Team

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**You said, we did - Staff Survey**

Based on the responses to last year’s staff survey, over the past year the Trust has focussed on improving, and highlighting, the support available for staff to help with physical and mental wellbeing.

Staff Room now has a dedicated page for mental health and wellbeing within the Occupational Health section. On the Wellbeing area of the website (in the Staff Benefits section) there is a comprehensive list of health and wellbeing resources and guidance on how to self-refer for physiotherapy help for MSK problems.

Please complete your staff survey, this is the opportunity for you to respond with your own ideas about health and wellbeing.

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**Mental health - new workshop**

‘Managing Mental Health in the Workplace’ training is a new workshop aimed at anyone who manages others. Mental health is everyone’s issue – we all suffer from stress at times and 1 in 4 of us suffer from mental ill health. The training aims to increase managers’ confidence in noticing signs of stress and mental ill health in staff and in having conversations with them about their mental health.

The workshop increases awareness of the impact of an individual management style and how to look after your own mental wellbeing. To book a place on the next course on 15 November visit Learning Hub.

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**Why safeguarding is everyones business**

OCTOBER 9-13 was National Safeguarding Week. Along with other agencies across York and North Yorkshire, members of the Trust safeguarding teams were on hand to raise awareness in both adult and child safeguarding.

In York, the team were in Ellerby’s Hub where staff and patients alike received advice on safeguarding children and adults, mental capacity act and support for people with learning disabilities. In Scarborough, the teams were outside Pat’s Place and also in the main hospital reception, attracting both staff and patients alike to promote the important role of safeguarding. For details about the teams see the Staff Room quick link.

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Chief Nurse Beverley Geary (centre) with Fiona Mockford and Jo Blades from the Safeguarding team
STAFF BENEFITS
A regular section provided directly to you by the Staff Benefits Team 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. For more information go to the staff benefits website www.york.nhs.uk/staffbenefits or call 772 1170 or 771 5262.
Follow Staff Benefits: Twitter @YHstaffbenefits StaffBenefitsYHFT

Staff delighted with grant

HEAD and Neck services at York Hospital now have some new colourful cutlery for the staff room after applying for a Staff Benefits grant. Clinical and administration staff who use the staff room are delighted to have some cutlery to eat their lunch with!

2018 calendar

The Staff Benefits Team once again is in the process of designing and producing the 2018 Staff Desk Calendar. This year’s theme was owls to highlight the Patient Experience Team’s Night Owls project, aiming to reduce noise on our wards to allow patients to enjoy a better night’s sleep. The Arts Team ran a competition to include all creative talents (not just photography as in previous years) and were thrilled to see owls of all shapes and sizes submitted by our Trust’s very talented workforce.

The winner was Steve Day, Transport Driver, whose intricate pencil and charcoal drawing of ‘Barney’ the owl won him the approval of the judges. As well as going into the calendar, his image will be used on all of the materials for the night owl project.

Well done to all the entrants and look out for a preview of all 12 winning entries on the Arts in Hospital page on the Trust website.

New Christmas market for staff

A staff Christmas market aimed at giving people access to exclusive offers and unique gift ideas will be held for the first time at Ellerby’s at York Hospital on 1 November, 11am-2pm. There will be something for all the family and great presents to purchase on the day.

Winner: Steve Day

Still time to get fit for Christmas!

Want to look good at the Christmas dinners and parties? There’s still time to get fit - Staff Benefits have produced ‘A Fitness Guide’ which offers staff a wide variety of classes, gyms, swimming and a list of corporate memberships. Some of these classes are held in the hospital sites, so please visit www.york.nhs.uk/staffbenefits for more information. So go ahead why not join in…
Skydive heroes

A massive thank you to staff members Amy, Joan, Emma, Suzie, Helen, Steph, Janet, Lucy and Meg who all took part in a skydives last month to raise money for York Teaching Hospital Charity. Brilliant work you brave ladies!

Are you interested in taking part in the experience of a lifetime? York Teaching Hospital Charity have two more dates booked for next year which are Saturday 21 April and Saturday 15 September with ten spaces per date available to staff.

For more information and to sign up, please email charity.fundraising@york.nhs.uk

Proudfoot’s support

We have been chosen as one of four charities which The Proudfoot Group will be supporting over the course of a year. Each charity will receive a percentage of all the carrier bag sales throughout the year. The Proudfoot Group is a family-run independent supermarket chain with five stores in Scarborough and local districts.

Start thinking about festive fundraising

Thank you to Ward 23 at York Hospital who organised a tombola, raffle and cake sale in aid of the Dementia Appeal and raised £1,220.

The play team from the Children’s Ward at York Hospital also held a tombola to raise awareness of the ‘Power of Play’ week during October and raised £326.

The money the team raised will help to fund the annual Christmas party for patients and their families.

Tombolas roll in funds for Dementia Appeal

It’s not too early to start planning Christmas activities for your ward or department. The charity has lots of fun Christmas ideas and activities for you to get involved in and to help raise lots of money for your hospital or department. For more information, please contact the Fundraising Team by calling 772 4521 or by emailing charity.fundraising@york.nhs.uk

York Teaching Hospital Charity Twitter @YorkTeachingHospitalCharity