Nominations open for the annual Celebration of Achievement Awards on Monday 2 July – who will you nominate?

This is the big night of the year where we showcase the achievements of our 8,500 professional, innovative, caring and dedicated staff. Now in its ninth year, our annual staff award ceremony provides an invaluable opportunity to publicly recognise all the wonderful work that takes place in the Trust.

This year the awards will take place at York Racecourse, on Thursday 18 October 2018. On the night more than 300 people will gather to celebrate those individuals and teams who go the extra mile to make a real difference to others.

Mike Proctor, Chief Executive, said: “Every day in the NHS, dedicated teams and individuals go to extraordinary lengths to provide exceptional care and fantastic services.

“If you know someone who truly represents our values, goes above and beyond the call of duty and demonstrates excellence on a daily basis then please nominate them for an award. It is your opportunity to give these special people the recognition they deserve for their outstanding contribution.”

Nomination forms will be available on Staff Room and the closing date will be Friday 27 July. Judging will take place throughout August, with the finalists announced in September.

Now is the time to think about your nominations and don’t forget - if your nominee is selected as a finalist you will be invited as a guest to the event. This year’s event will also include staff who are celebrating 40 years’ service with the NHS.

FOR THE FULL LIST OF CATEGORIES TURN TO 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

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CELEBRATION OF ACHIEVEMENT 2018

The categories

Living our values
We hear great stories everyday about how staff across the Trust are making a positive impact on the lives of others. It is not just what they do but the way in which they do it - by living and breathing the Trust values. This award is presented to an individual or team who regularly demonstrates care and compassion, listens to and respects others, whilst keeping patients at the heart of everything they do.

Excellence in partnerships
The Trust cannot deliver services in isolation and is committed to working in partnership to improve the care and services we provide. This award is presented to an individual or team that has improved outcomes for patients by working closely with external partners, to improve quality, access to services, personalised care or treatment.

Efficiency and productivity
The Trust continues to work in one of the most challenged healthcare communities, both nationally and locally, and it is vital that we make best use of the resources available to us. This award is presented to an individual or team who has demonstrated improved value, efficiency or productivity by applying creative solutions through the effective use of resources - for instance staff, money or assets.

Innovation
Nurturing innovation is crucial to the continuing success of the Trust. This award is presented to an individual or team who, through fresh thinking, creativity or originality, has turned a new idea, method or process into a solution which has made a positive impact on our services and patient safety.

There are no qualifiers of how ground-breaking or world-shattering that idea needs to be - only that it needs to be measureable better than what was there before.

Patient experience
Patients are at the heart of everything we do, and improving their experience is a priority for the Trust. Our ultimate objective is to be trusted to deliver safe, effective healthcare to the communities we serve. This award is given to an individual or team who has made significant improvements to the patient experience by asking for and acting upon feedback, in order to improve the areas that patients say matter most to them.

Charity supporter of the year
This award recognises the wonderful contribution that our charity supporters make. They raise hundreds of thousands of pounds for the Trust, via the York Teaching Hospital Charity, which makes a huge difference to the working lives of staff and patient care.

This award is given to an individual or team who has demonstrated their commitment to raising funds, encouraging others to get involved and building awareness of the charity.

Volunteer of the year
Volunteers are a valuable and dedicated part of our team, who freely give their time. Working throughout all our hospitals, they make a huge contribution in helping the Trust provide great care and services.

This award is given to an individual or team who has made a difference by offering compassion, care, kindness and friendship to a patient, carer or family by creating a positive and lasting memory.

Chief Executive’s unsung hero
This award is for that special person or team who makes a difference day-in, day-out, often behind the scenes, by putting their heart and soul into their work to make a valuable contribution they make to the Trust.

Their actions speak louder than words whilst making a real and tangible difference to others.

Changes to Trust Learning Hub

LEARNING Hub was launched four years ago and every day up to 450 staff log into the system to book onto courses, update appraisals or undertake eLearning.

The Hub has continued to develop and staff can now download reports about their own learning via the ‘My Reports’ tab. There is an area for nurse revalidation and all staff appraisals are recorded on Learning Hub.

Steph Wild, Learning Technologies Lead Facilitator, said: “Compliancy rates have improved enormously and recently some staff groups have been allocated competencies on Learning Hub which they must complete.

“In addition to this many training providers and departments now host their own courses on Learning Hub. Over the coming weeks Learning Hub will be upgraded and get a fresh new look, this will necessitate some downtime which will be kept to a minimum.”

A new area will be launched called Development Zone and the team are asking for ideas to help create an area to support teams and individuals to develop their service.

Steph added: “We are starting with two areas, the Learning Journey – a place to see what development courses are currently available and Dial I for Improvement – a cyclical approach to improvement. It will be a place to access the information you need for developing and improving your service. We would really like everyone’s input into Development Zone.”

The team are looking for information on what people need and what would be useful to help develop and improve department and services. Contributions such as links to useful information about developing projects or research documents are also welcome.

A survey will soon be available on the Learning Hub front page. Staff input is important in helping the team improve key areas of the system.

To contact the Learning Technologies Team email learning_hub@york.nhs.uk
Long service awards

This month more than 50 staff from across the Trust celebrated 25 years’ NHS service at award ceremonies in York and Scarborough.

The annual NHS long service awards were celebrated in style, and staff who had clocked up hundreds of years of service between them, attended celebratory dinners at either the Radisson Park Inn in York or the Crown Spa Hotel in Scarborough.

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 National Health Service.

Speaking about the awards Mike said: “Our staff make a difference to hundreds of people locally every day and this is one way we can recognise the positive impact they have. I would like to congratulate and thank each recipient for their valuable years of service and outstanding commitment to duty.

“This year the NHS is turning 70 on 5 July so these events are the perfect opportunity to celebrate the achievements of one of the nation’s most loved institutions. Appreciating the vital role the service plays in our lives, and recognising and thanking the extraordinary NHS staff - the everyday heroes - who are there to support and care, day in, day out has never been more important.”

Staff celebrating their long service have served 25 years with the NHS and ten years consecutively with the Trust.

Amongst those being rewarded were Nicola Lockwood, Matron for Child Health, and Vikki Smith, Sister on the Special Care Baby Unit at York Hospital.

Nicola, who qualified as a Registered Nurse in 1995 and went on to specialise in paediatrics, said: “I am very proud of working in the NHS and in particular at York. I have had a very enjoyable, and at times challenging, career - but one that has been rewarding and happy. I feel privileged to have been part of, and made a difference to, so many children’s and families lives.”

Vikki, who started her nurse training in 1992 and qualified in 1995, said: “It’s hard to believe that I will have worked on the special care baby units in York and Scarborough hospitals for nearly 18 years - and some of the infants that I have nursed are now reaching adulthood themselves.

“I have always felt very proud to be part of an organisation that pulls together to provide high standards of care for the patients in the local area.”

At the Scarborough event Suzanne Meek, Senior Sister Outpatient Services at Bridlington and Scarborough hospitals who has served her entire 25 years with the Trust, said: “I started my career with the NHS as a student nurse in 1977. My mother was a nurse and worked for many years in a GP practice in Bridlington, so I knew from a young age I also wanted to make a difference to people’s lives and felt that nursing was the best way to do this.

“I have spent over 20 years as the Senior Sister for the Outpatient Services at Bridlington and Scarborough hospitals where I have met to meet some wonderful patients, carers and families. I will look back on my career with pride and fulfilment knowing I helped make a difference to the many patients I have cared for over the years.”

Mike added: “Our staff are without doubt our greatest asset and work extremely hard to provide the very best possible care to our patients. Each and every one of them is a credit to our service and the public they serve.”

Staff celebrating 40 years will be invited to the Trust’s annual Celebration of Achievement awards to be held later in October.
Schwartz Rounds success

The first ever Schwartz Rounds were held at York and Scarborough Hospitals in May with around 90 staff attending in total. The subject was ‘The Patient I’ll Never Forget’ and each session was kicked off by three panellists relating their experiences.

Staff from across all roles attended including student nurses, consultants, healthcare assistants, admin staff, PALS, ODIL, psychology, FY2 doctor, therapists and managers. Jo McVey, Consultant Clinical Psychologist, said: “It was encouraging to see so many members of staff attend the first Schwartz Rounds. The panellists were fantastic, and their stories really helped create the right environment for others to reflect on their experiences.

“Thanks to all who took part in the sessions, thanks to Macmillan and particularly to the York Teaching Hospital Charity for their help in making it possible, as well as providing lunch on the day.” The next Schwartz Round will be at Scarborough Hospital on Wednesday 27 June and at York Hospital on Wednesday 18 July, all staff are welcome regardless of role.

COMMENTS FROM THE YORK EVENT

• “Excellent. This is what makes us human! I liked the sharing and the storytelling – no blame, no problem solving – just the story, and I liked the mix of ‘hierarchy’. Schwartz may actually bring down the hierarchical structures by bringing people together as we have so many common feelings and emotions in healthcare”

• “Very insightful – helps to remind us why we’re here!”

• “Dealing with complaints, when patients are unhappy about care and staff attitudes, it was very moving to hear stories that show that HCPs care about their patients”

• “A really fantastic idea and valuable to hear and feel less isolated. As Adrian mentioned, it’s difficult to talk.”

• “This was a fantastic opportunity to share patient experiences. An ability to show emotion and see that at every level was brilliant. We need to do more of this – very keen as a team manager to embrace.”

Sun makes you happy – yes really!

Sunlight is a great source of vitamin D. Vitamin D is a really important vitamin for our bodies and our brains. It helps our brains to release chemicals which improve our mood, like endorphins and serotonin. Try to go out in the sun when you can, but make sure you keep your skin and eyes safe. 30 minutes to two hours a day of sunlight is ideal.

Living with and beyond cancer event

AN EVENT was held at York Hospital this month aimed at people who are living with and beyond cancer. The first of its kind for the Trust, it was an opportunity for anyone affected by cancer, including friends, family and carers, to find out more about the many support and community projects available to help them.

The Trust’s Lead Cancer Nurse, Jackie Frazer, explained: “The number of people living with cancer in the UK is increasing by three percent every year which will result in four million people living with cancer by 2030. Fortunately cancer survival is improving all the time and has doubled over the last 40 years. For a number of cancers, including breast and skin cancer, more than eight out of 10 people will survive their disease.

“Research has led to better treatments, new drugs, more accurate tests, earlier diagnosis and screening programmes - giving patients a better chance of survival, which is wonderful. So with more and more people now living with and beyond cancer it is vital that support continues during and after treatment. The event was a unique opportunity to demonstrate what the Trust and other organisations are doing to support people affected by cancer.”

Involved in the event, as well as several departments from the Trust, was Macmillan, York Against Cancer, Yorkshire Research, Look Good Feel Better and Yorkshire Cancer Patient Forum amongst many others, with refreshments available courtesy of York Teaching Hospital Charity.

Bianca Cipriano, MacMillan Project Manager added: “The whole event was hugely successful and we are delighted by the number of organisations and charities who came along to support the event – without them today couldn’t have happened.”
April finalists

Star Award

Recognising and celebrating the achievements of our staff and volunteers

Tom Wyles, Healthcare Assistant, Main Theatres, York Hospital
Tom is nominated by a colleague for consistently working hard and going above and beyond his role. He is described as being well liked by everyone from patients to consultant surgeons. Despite his fairly recent diagnosis of Autism and ADHD and the loss of his father at a very young age Tom is smiling, friendly and meticulous in his work. He is often the first in on a morning and the last to leave and his impeccable organisational skill has seen him taking on extra tasks such as reorganising prep rooms and getting involved in teaching and training the rest of the team. ‘I have worked as a theatre nurse in my department for 12 years and I can honestly say I have not come across another healthcare assistant in this time who can compare to Tom.’

Scarborough and York Switchboard Operators, Trustwide
Nominated by their supervisor, the team is recognised for their commitment to keeping the service running 24 hours a day despite staff shortages, and for the range of responsibilities they cover to support the Trust. Staff continually cover extra hours and provide help with anything from locating patients, booking taxis, or finding hotels for patients relatives that live out of the area. They have been known to take a patient across the hospital in a wheelchair because there wasn’t a porter during their lunch break. They listen to problems and complaints, they laugh and they cry with patients while going the extra mile to make sure that callers’ requests are met. The team are described as ‘always professional and their commitment and passion to their work ethic of caring about what they do is first class.’

Emily Brown, Staff Nurse, Emergency Department, Scarborough Hospital
Emily is described as an extremely dedicated and very hard working nurse, always willing to go that extra mile to fulfil her duties. She was nominated by a consultant colleague from the Emergency Department who witnessed an incident when Emily was close to the end of her night shift when a patient under her care was accepted for urgent transfer to Hull Royal Infirmary. She agreed to accompany the patient to Hull in an ambulance knowing she would have to stay well beyond her working hours to carry out this task. Emily accompanied the patient to Hull and had to stay with him to midday before she could return back to Scarborough Hospital. She had to get a family member to take her home as she was by then in a state of exhaustion.

Deborah Elmer, Senior Anatomical Pathology Technician, York Hospital
Debbie was nominated by a colleague following an email from a family liaison officer from North Yorkshire police who praised her for the kindness and compassion shown in the difficult circumstances of the daughter of a murder victim visiting the mortuary. When the young lady wanted to pay a second visit on her own Debbie made her an appointment and when she was late went to look for her to make sure she wasn’t lost. Debbie stayed with her, comforting her although it was long past the end of her shift. The young daughter of the victim told the police that ‘Debbie was absolutely lovely and so kind to say with her, if I could send this to some NHS award I would’. The police said Debbie was ‘absolutely lovely with us and all the family and could not do enough to help.’

Claire Walker, Staff Nurse and the team on Ward 24, York Hospital
February 22 was a particularly challenging day for the organisation with high attendance in A&E, ambulances queues, reduced beds due to flu, and admission numbers at capacity. Ward 24 had been opened as an escalation area staffed by bank staff who normally work elsewhere in the hospital or for an agency. The team agreed to take suitable patients awaiting medical admission and directly admit them to the ward. Despite the additional workload the small team understood and were happy to help. Their willingness to help in the moment meant patients could be moved from A&E relieving pressure. Nurses Claire Walker, Treda Khumalo, and Paul Thompson are praised for the smiling welcome they gave patients who had already spent a long time in A&E, putting them at their ease and restoring their confidence – not always an easy task when working under such pressure.
Students from schools and colleges across Scarborough have spent a week at Scarborough Hospital gaining invaluable insight into the NHS.

The hospital’s annual Corporate Young Persons’ Programme, which ran from 4-8 June, gave 18 year 10 students from local schools, and a further two from Scarborough 6th Form College, the chance to sample some of the many careers on offer and learn more about life in a busy acute hospital.

The week included a packed programme of events including practical training sessions, behind-the-scene tours of wards, meeting junior doctors, pharmacy dispensary, security, estates management and much more.

The highlights of the week included a basic resus session where the young people got the opportunity to learn CPR, a ‘wash and glow’ session from the Infection Prevention team which identifies poor hygiene practice, and an insight from the sterile services team, who clean, disinfect and sterilise reusable surgical instruments - making them safe for further use.

Mandy McClymont, NVQ Assessor from the Support Staff Learning Team, explained: “The visit can help students learn more about a desired career, and provide valuable information and practical experience. It can also help students develop aspirations for career options in a hospital that they had not previously considered.

“Co-ordinating the week is a lot of hard work, which would not have been possible without the support of many other members of staff working across the Trust. The feedback we have received from the students has been overwhelmingly positive and has made the week’s activities more than worthwhile. The young people were a credit to themselves, as well as the schools they represented.”

Rachel Wilkinson, aged 15, said: “It’s been a brilliant week, full of amazing opportunities, and definitely worth it. It’s given me a great insight into the working world of the NHS, which has helped me find out for myself what I might want to do when I leave school. I didn’t realise there are so many roles available.

“My favourite part of the week was the question and answer session with junior doctors who have just left university and the diabetes session where we learned about insulin and sugar levels.”

Shannon Fletcher, aged 15, added: “Visiting the hospital for a week has really given me an insight into all the different jobs there are. There are many more jobs within the hospital than you realise, even within a small team. I want to work in paediatrics when I’m older, so I really enjoyed visiting the Children’s Ward and meeting the nursing team.”

Anne Devaney, Deputy Director - Learning and Organisational Development, said:

“It has been an inspiring week for all involved and heartening to see so many young people excited at the opportunity of seeing what our amazing staff do. Hopefully many of the students will want to come and work for us when they leave school so that we can continue to recruit locally and build a workforce that will grow with the organisation.”
Poppy’s tale

As tales of the NHS go, the story of three year old Poppy Palmer is right up there. Last year Poppy survived a catastrophic heart incident and her grandmother Trisha Smith from York has taken the time to write a letter of thank you and tell us of the family’s experience.

In February last year Elaine and John Palmer took the then 13 month old Poppy to see the GP as she had been unwell and was very unsettled. That night Poppy slept in her parent’s room as they were anxious about her. In the early hours of 15 February, 2017 Elaine felt her baby go floppy. Her heart and breathing had stopped.

The family attempted CPR whilst Elaine rang the emergency services. Luckily the paramedic first responder was stationed almost opposite their house and arrived immediately to start CPR followed by the paramedic ambulance arriving within minutes. Poppy was transferred to York Hospital extremely quickly where the Consultant and his teams immediately started work on her. They urgently arranged for her to be transferred to the specialist centre at Leeds General Infirmary (LGI). Poppy had to be transferred by the specialist Embrace team as her condition was so unstable.

Trisha recalls: “Staff at York Hospital were fantastic in such a distressing situation. We still have to wait and see what difference the strokes have made to her, and she is still on medication for her heart which means she has to be out of the sunlight. But she is such an amazing child who would not be here now if one small element of the NHS had failed. Everyone doing their part contributed to her survival. If one aspect of the NHS had failed her that early morning and for the next few weeks she would not be with us.”

“Poppy can walk and run, and control her hand to go into the bag. She did, managed to get one and put it in her mouth and swallow it. Both me and my daughter were in floods of tears, as we felt from the stroke damage point of view this was a positive move and one we weren’t sure she would ever achieve.”

The family were shocked to discover the results of tests revealed that the cause of the catastrophic collapse of her heart was due to Parvo Virus, commonly called ‘slapped cheek’.

Throughout this time Elaine and John needed to be near Poppy in Leeds and were supported the charity the Sick Children’s Trust providing them with accommodation.

Trisha said: “My granddaughter has made an amazing recovery. We still have to wait and see what difference the strokes have made to her, and she is still on medication for her heart which means she has to be out of the sunlight. But she is such an amazing child who would not be here now if one small element of the NHS had failed. Everyone doing their part contributed to her survival. If one aspect of the NHS had failed her that early morning and for the next few weeks she would not be with us.”

“Poppy can walk and run, does get tired easily as she does not sleep well, and may need a little help with communication but can say dinosaurs and diplodocus! Our family cannot praise the NHS enough for the care, professionalism and support we have received and continue to receive now she is home. We are so glad we have a health service where the ability to pay is never a factor.”
A group of patients with learning disabilities were welcomed on special visit to York Hospital to help increase their understanding of hospitals should they need treatment.

The group from Community Base day service in York were supported by student nurses from York University who are training in the specialism of supporting those with learning disabilities.

The group had the opportunity to look around the emergency department, outpatients, the eye department and the day unit. They enjoyed meeting the staff in these departments, asking questions and trying out equipment and ended their visit by having lunch in Ellerby's Restaurant.

Jo Blades, Acute Learning Disability Liaison Nurse with the Trust’s Safeguarding Adults Team was on hand to meet them.

Jo said: “We want to increase confidence and understanding of the hospital to enable the individuals within the group to feel comfortable to access services in the future should they need medical treatment. I was able to share with them the support and reasonable adjustments that can be provided within the hospital. Thank you to all the staff who took time out on the day to make the visit so successful.”

• Any staff requiring advice or support from Jo or her colleague Karen Pearce please contact Jo on 07795126473 or Karen on 07917184539.

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I Am Research


It celebrates the role of research in the NHS and this year marks the 70th birthday of the NHS. The campaign is aimed at raising awareness of the benefits of research and the positive impact it has on people’s lives.

Every year, more than half a million people help the NHS to improve healthcare and develop life-saving treatments by taking part in health research.

As part of the national NHS70 celebrations, people are being asked to get involved in research and help shape the next 70 years of the NHS.

Visit www.nihr.ac.uk to find out more about the different ways you can support health research.

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Research team of the month – March

CAROL SARGINSON, Clinical Trials Assistant Ophthalmology, is recognised for her commitment in ensuring that the MATE study was all in order and ready for a mock MHRA inspection.

Carol worked really hard to keep the rest of the work flowing during this time. She also ensures that the required documentation is ready for all patient visits and regularly keeps us on the right track with patient visits and requirements for photography and optometrists.

Research team of the month – April

THE CFHealthHub Team, Katy Lee and Nicola Robson, are research physios employed to recruit 35 patients to a cystic fibrosis study across Hull and York.

The study encourages patients to manage their own care and treatment so preventing exacerbations and potential hospital admissions. York was one of the last sites to open, but Katy and Nicola have worked tirelessly and collaboratively to meet their target in the shorter period of time. As staff completely new to research they have done a fantastic job.
Staff Survey results

This year’s staff survey results are in and have revealed that more staff than ever have returned their survey with the Trust seeing a 48.84 percent return rate for 2017 above the overall response rate nationally of 45 percent.

The results are currently being analysed so that plans can be made to address any issues or concerns.

One of the most positive themes this year has been the strong support network amongst colleagues and fellow staff and that the NHS is a great place to work. People felt privileged to work for the NHS and stated that ward and front line staff do an amazing job.

Staff also mentioned excellent support following a period of long term sick leave. The overall message was one of a massive belief in the NHS system.

Last year the Trust introduced several initiatives in response to the survey results. Helping to create a more open culture where staff could raise their concerns saw 34 Fairness Champions appointed and trained across the Trust. More support has been put in place for managers, with a practical guide to help managers develop a more open culture. It has been created to give managers more support in order to create the right environment for staff to work in and how to address the issues raised by their teams.

Alison Cockrill, HR Manager, said: “We are working with the different directorates to highlight issues raised and create plans to address the direct concerns that relate to each department. This is where input from staff can really make a difference when it comes to forming action plans. We are asking people to be part of the process and speak to their Directorate Manager if they would like to be involved.”

Behind the scenes a lot of work has gone into the Personal Responsibility Framework incorporating feedback from last year’s survey. This forms the basis of the Trust’s culture and values and this is being further embedded into policies and training.

A lack of support for staff wellbeing was a felt to be an issue in last year’s survey and this has seen the Trust highlight the support already available to help staff with stress, mental health issues, sleep problems and physical wellbeing. New initiatives have been introduced such as the Schwartz Rounds, which help reduce psychological distress for people working in healthcare by talking about the emotional impact of working in a health care environment.

Free staff health checks have been offered over the past year with more than 650 staff taking advantage and addressing their personal health and wellbeing.

John gets his wheels...

WHEN staff from York Hospital’s domestic team gathered recently to say farewell to colleague John Ferguson, little did he know there was a surprise in store.

John, from Glasgow, has worked as a domestic operative at the hospital for over 11 years, and recently had to retire through ill health.

After being presented with a card and gifts John was stunned to see colleagues wheel in a brand new mobility scooter, bought with the help of kind donations from colleagues all around the hospital.

Unbeknown to John, his colleague Michelle Hartlett, Assistant Transfusion Practitioner, had begun a just giving campaign so that staff and well-wishers at York Hospital could donate towards a mobility scooter to help John retain his independence.

Michelle said: “John is a popular member of the domestic team and has made many friends at York Hospital over the past 11 years. He has had to retire because of his health which has affected his mobility and seen him gradually lose his independence. With no close family around we decided to help so that he could get out and about and remain self-sufficient.

“NHS staff often receive praise for the care and support they provide to patients, and this clearly extends to colleagues. Many thanks to all the staff throughout the Trust who donated for John. With this donation and help from Unite the union we were able to raise the enough to buy John a scooter of his own. We’re also very grateful to Eden Mobility for their help.”

John added: “I just want to say a big thank you for all the support I’ve had from colleagues, team leaders and the Trust. Having this scooter will make all the difference to me. It means I can get to my doctor’s appointments and do my own shopping. I might even make a few trips back to the hospital to catch up with my old colleagues!”

Lydia’s first in Neurophysiology

LYDIA EYRE, Trainee Clinical Physiologist – Neurophysiology, was awarded the Association of Neurophysiological Scientists’ professional body prize for the best candidate in the practical examination nationally in 2017. An electroencephalogram (EEG) is a test used to find problems related to electrical activity of the brain.

The award was presented at the Association of Neurophysiological Scientists’ AGM in April where Lydia received a certificate and £200 cheque.

Joanne Horrocks, Neurophysiology Manager, said: “Lydia is our first trainee to go through this new training route – which follows a post graduate certificate in Neurophysiology and professional exams. She has gone through the training process in three years to achieve RCCP registration, compared to the previous one of four years.

It’s a fantastic testament to her hard work and diligence.”

Liz joins Practice Education Team

PRACTICE Education Facilitator (PEF), Liz Dennett, has joined the Practice Education Team at York Hospital, replacing Emma Simpson.

Liz will work alongside Drew Atherton to provide support and oversee the provision of quality practice placements for healthcare professional students in York Hospital and York Community Services. They will also work closely with Cheryl Betts who is based in Scarborough.
Celebrating valued volunteers

NATIONAL Volunteers’ Week (1-7 June) saw the Trust celebrating the fantastic work of their volunteers. This year it was about volunteering for all – celebrating the huge range of people who give their time in so many ways.

With over 320 volunteers, the Trust had a special thank you for all those people who give their time to help others.

Sarah Patten, Volunteers Services administrator, said: “Volunteers at the Trust fulfil a variety of roles that help give patients a better experience.”

In the past year a new volunteering role has been introduced at York Hospital’s Emergency Department. Retired financial advisor Martin Tunney, is one of the volunteers.

Martin said: “I enjoy volunteering in this environment, it’s always busy and I feel as though I’m really making a contribution. It can be something simple like collecting wheelchairs to make sure they are always available for the very sick people that come into A&E, to helping people with directions. When people come in distressed or anxious I feel as though I can make them feel a bit better by explaining things or answering their queries. It’s very satisfying to give a bit back and to do something practical to help.”

The next recruitment period for volunteers for York Teaching Hospital NHS Foundation Trust starts on Sunday 1 July to Sunday 15 July. The Trust has an online application process which can be found on their website in the Work with Us section>other opportunities>volunteering.

GDPR: your questions answered...

Fiona Jamieson, Deputy Director of Healthcare Governance, is leading the implementation of GDPR for the Trust.

Staff Matters spoke to Fiona to ask the most frequently asked questions about GDPR.

What is GDPR and when did it become applicable?

“GDPR is European Union (EU) legislation which became directly applicable on 25 May 2018. It is a regulation by which the European Parliament, the Council of the EU and the European Commission intend to strengthen and unify data protection for all individuals within the EU.”

What does the GDPR mean for me?

“All public authorities must appointment a Data Protection Officer (DPO) and this has become part of my role. A key feature of this is to ensure that data protection issues are assessed in all information processes and that controls around the processing of personal data are reviewed and strengthened. This means that we need to understand both the nature of the information that we hold and the format that we hold it in. We need to know whether we share the information with other parties and if we do so, why we share it.

“As DPO, I am responsible for overseeing the investigation of any GDPR breach as it is a legal requirement to report any breaches. Examples include lost ward lists, or breaches of confidentiality either through inappropriate access to CPD or through the inappropriate sharing of information. It’s very important that everyone reports all breaches as soon as they are identified through Datix, selecting the IG incident type. The incident will be reviewed by the Information Governance team within 48 hours. Penalties for a breach of GDPR have increased significantly reaching a maximum of €20million or four percent of turnover, as well as the loss of public trust and organisational reputation.”

I am writing a business case that will involve the development of a new system and the aim is to share the information with healthcare partners. What will I have to do to be compliant with the GDPR?

“GDPR requires the completion of a Data Protection Impact Assessment for the processing of data. In many areas this is already part of our core business, but for any new systems that are to be introduced within the Trust, you will need to complete a Data Protection Impact Assessment. This should be built into all project plans as it can be a significant piece of work so the key is to get in touch with the Information Governance Team who will provide you with the necessary advice and guidance.”

What is a Data Protection Impact Assessment?

“A Data Protection Impact Assessment (DPIA) is a mechanism for identifying, quantifying and mitigating data privacy risks. We do it to ensure appropriate controls are put in place when any new process, system or ways of working involving the use of high risk processing - such as processing health data - is introduced. All DPIAs must be must be referred to me as data protection officer, and should also be signed off by me and the organisation’s senior information risk owner.

“A DPIA will help to minimise the chance that any new process, system or way of working will present a high risk to the rights of individuals through a failure to comply with the GDPR.

“It is important that patients, staff and the public understand how the information held about them is managed and what it is used for. A fair processing notice has been published on the Trust website in the Freedom of Information section.”

Does GDPR affect access to patient and staff records?

“From a subject access perspective, in most instances the Trust will no longer be able to make a charge when a patient asks for a copy of their health record. The same rule will apply when staff request a copy of the information held about them.”

Sounds like a lot of hard work!

“Many of these practices have already been established and as an organisation we have a good baseline to work from. However, we have taken the opportunity to review our processes and we have had guidance from the Information Commissioners Office and NHS Digital to help us understand how to comply with the GDPR. We are also working with HR to review the information that we provide to staff about their own data.”
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

Retirement benefits
Retired staff can continue to enjoy a number of staff benefits, including purchases from the staff shops, access to the staff benefits website and local discounts and offers.

To obtain some of these benefits, retired staff will require an ID badge which will be endorsed ‘retired’. Badges are available in the normal way by appointment through the ID badge office, telephone 01904 725250/721591 and 01723 382178. The form should be authorised by the retired person’s line manager.

The payment of £2 should be taken to the cashier’s office and the form to your appointment with the ID badge office.

Childcare voucher scheme
The scheme will now close to new applicants in October. The deadline for applications to reach payroll is 4 September. To join the scheme visit www.childcarevouchers.co.uk and use code YORK0717.

If you are unsure about whether you are better off using Tax Free Childcare or Childcare Vouchers you can use the childcare choices calculator to help you decide.

It is available on the childcare choices website www.childcarechoices.gov.uk.

Onsite massage
The onsite massage sessions at Scarborough and Bridlington are available again after a short break. Dates for the remainder of the year are available to book now. See the Staff Benefits wellbeing page for dates at York, Scarborough and Bridlington.

‘Exceptional’ award for Hannah

CONGRATULATIONS to Hannah Marklew, Clinical Psychologist at York Hospital who won a prestigious award at a recent Royal Society of Medicine event.

Hannah was nominated by a client for an ‘Exceptional Service Award’ through the Encephalitis Society and picked up the award at the Encephalitis event ‘My Brain and Medicine’.

Hannah said: “It was a lovely surprise to find out from one of my clients that they had nominated me for the award and when I won it was even more of a surprise! “My client and I have been working together for over eight months following their development of Encephalitis last summer. As a consequence of the illness, they have some residual difficulties, leaving them highly sensitive to over-stimulation and experiencing significant fatigue.

Due to these problems, they had to scale back on their work commitments, which has been an incredibly challenging process, given that they had a strong passion for the work that they did and were very successful at it.”

By using Acceptance and Commitment Therapy (ACT), Hannah and her client explored the strong emotions that were elicited in response to the condition, its symptoms and the impact that it can have on one’s life.

Hannah explained: “This model of therapy helps an individual to develop skills to deal with painful thoughts and feelings more effectively, so that their influence is reduced. Secondly, it helps an individual to clarify what is truly important to them in their life in terms of their values, and then use that knowledge to guide, inspire and motivate change.”

Hannah’s client described her as “excellent at her job ... patient, supportive, firm and enthusiastic about my recovery.”
Raise a cuppa for NHS70
Thursday 5 July marks 70 years of the NHS and the Big 7Tea is a chance for people up and down the country to come together and celebrate this milestone.

Host your own tea party in your ward or department this Summer to mark the occasion and support the vital work of your hospital charity.

The Outpatients Department at York Hospital were one of the first to sign up. Helen Humphrey-Shepherd, Outpatients Sister said: “Patients from all over York come through our department every day and a cup of tea is the one thing that can bring them together.

We are excited about hosting our Big 7Tea and sharing memories of the hospital with staff, patients and visitors.

The money raised by York Teaching Hospital Charity makes a real difference, with their help we can keep making improvements so that our patients are getting the best possible care.”

To register for your free NHS Big 7Tea pack visit www.york.nhs.uk/big7tea

Grand Opera House bucket collection raises nearly £3,000

Thank you to all the staff members who helped out at York Teaching Hospital Charity’s (YTHC) bucket collections before and after performances of ‘The Play That Goes Wrong’ at the Grand Opera House in York.

An amazing £2,817 was raised for the benefit of the Renal Unit which is the most that has ever been raised at a YTHC bucket collection. Everyone who took part had a great time and enjoyed watching the show.

If you’d like to help at any of YTHC’s bucket collections, please contact by Fundraising Team by emailing charity.fundraising@york.nhs.uk or calling 772 4521.

Art box

YTHC is thrilled to support the Arts Team in their work which includes funding for arts and crafts materials and for local artists to come into our hospitals and provide creative sessions with our patients.

The Arts Team have recently constructed an Art Box crammed full of materials for creative engagement. Developed with guidance from infection prevention, the box is suitable for use in various areas of the Trust’s hospitals. It has been vital in the delivery of funded art sessions in Johnson Ward in Bridlington where artist, Mmm Robson, is trialling a 6 week programme of participation art activities with patients.

Go to our Facebook page for more