Almost 300 staff and guests gathered for the ninth annual Celebration of Achievement award ceremony at York Racecourse this October.

It is the one night of the year where the Trust showcases the achievements of our professional, innovative, caring and dedicated staff in style. The glittering ceremony, hosted by Chief Executive Mike Proctor, provides an invaluable opportunity to publicly recognise all the wonderful work that takes place in the Trust.

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

“Taking time out to celebrate those individuals and teams who go the extra mile to make a real difference to others is one of the most important dates in the Trust’s calendar, and for me it is one of the highlights of the year. As we celebrate the 70th year of the NHS it is even more significant.”

Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care.

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
As I write today I am preparing for the highlight of our Trust year – the Celebration of Achievement event being held at York Racecourse this evening. I am presenting the Star of Star awards. It’s a real privilege. Being awarded a Star Award is particularly special because our stars are nominated by our staff, for our staff, or by our patients and their families.

Star Awards are a celebration of every-day excellence, and they are particularly treasured because they are a symbol of true recognition and appreciation, providing all of us with inspiration in our own work.

One of our most important ambitions as a trust is to create a workplace that recognises and admires staff achievements openly and publicly. The Star Awards are an important way of bringing this ambition to life.

Speaking of ambitions we launched our five year strategy at the Trust’s recent Annual General Meeting. The strategy seeks to describe what we need to do over the next five years to achieve our important goals. These include delivering safe and high quality patient care as part of an integrated system; supporting an engaged healthy and resilient workforce; and ensuring our financial stability.

The Trust has a communications plan which will ensure that all staff can read and understand the strategy, particularly working out what contribution each one of us individually can make to the achievement of our objectives. Make sure you inform yourself of our aspirations!

Everyone will no doubt be aware of the piece of work which has been undertaken in Scarborough over the last few weeks. The work was commissioned jointly by Scarborough and Ryedale Clinical Commissioning Group, Humber Coast and Vale Care Partnership and our Trust to investigate options in relation to the delivery of sustainable services on our East Coast. This is important strategic work and the board do not expect to receive the output of this work until it is shared with all partners towards the end of this calendar year.

In the previous issue I promised to keep you up-to-date with our search for a new Chief Executive. I am pleased to say that our search continues positively and I look forward to providing further feedback next month.

CUSTOMERS at Ellerby’s at York Hospital will now be able to get a 10p discount on all hot drinks by bringing their own re-usable cup. The initiative is the first step towards the Trust becoming more environmentally friendly by reducing or removing single use plastic items. The ‘bring your own cup’ scheme is designed to discourage people from using non-recyclable disposable hot drinks cups and is part of a new sustainability campaign.

Jane Money, Head of Sustainability, said: “We want to demonstrate the Trust’s commitment to a more sustainable future. Ellerby’s will see the streamlining of operational waste with an aim to achieve zero waste. Factors such as introducing compostable packaging, reviewing our procurement chain, recycling and wasted food disposal will be considered as part of this.

“As an example, should we move to using compostable packaging, the Trust could save 16.6 tonnes of carbon per year, which is the carbon footprint equivalent of 29 flights between London and New York!”

The Trust’s next commitments to sustainability:

- Removal of lunchbox polystyrene
- Removal of plastic straws
- Substituting pre-packed non-recyclable packaging on sandwiches for patient and retail use
Winter is coming – why preparation is so important

Shorter days and darker nights can only mean one thing - winter is just around the corner.

While winter is not an emergency or considered an unusual event, it is a period that results in increased pressure due to the acuity of the patients and the increased presentation of some clinical conditions such as respiratory illness.

To help the Trust prepare for winter, work on this year's winter plan started back in August. It sets out the organisation's arrangements for the winter period plan and has involved extensive feedback from staff and partner organisations.

Melanie Liley, Deputy Chief Operating Officer for the Trust, explained: “We are now ready to start deploying our winter plan, which essentially will help provide safe care to our patients over the winter period.

“We will be focusing on a number of key areas, starting with improving streaming at the front door of the Emergency Departments and directing patients to the most appropriate service in order to reduce delays.

“Wherever possible alternative pathways will be explored so that patients can be cared for in the most appropriate setting, rather than being admitted to a hospital bed.

“We want to reduce the length of stay in hospital using Home First principles to reduce the harm caused by prolonged inactivity and bedrest.

“As well as this, we will be adopting seven day working practices and increase the provision of additional medical staff at weekends to support senior decision making, in order to support weekend discharge.

“As in previous years, we will maximise the use of our services, both in and out of hospital, to maintain planned surgery and the Trust is providing the flu vaccine to all staff to help reduce sickness and keep patients and families safe.”

A new ‘Hot Topic’ button on Staff Room details the winter plan, as well as information about how individual directorates are communicating it. Staff are encouraged to visit the site to find out what it means to them and details of local briefings that are taking place.

Staff Room will be updated regularly thought the winter months, with key messages and information, so please check out this area regularly to keep up to date with the latest news.

Have your say with the staff survey

THE ANNUAL staff survey is out and off to a flying start with over 10 percent of responses returned by the end of the first week.

This year the Trust is looking to beat last year’s response rate of 49 percent. The survey can be completed in work time - there is computer access in the libraries at Scarborough and York, and in the restaurants at Bridlington, Malton, Scarborough and York. Alternatively, as the survey comes as a link direct to people’s inbox, it can be forwarded to personal devices and completed that way. It is completely anonymous which makes it completely confidential.

Vicki Mallows, HR Business Partner, said: “We really value the feedback, and since last year we have made some significant changes to improve working conditions because of it. One example is that there are more Fareness Champions in place to support staff with speaking up about patient quality and safety, and staff bullying.

“A new workshop has been developed to support supervisors with people management and encourage a culture of appropriate behaviour in line with the Trust values.

“Another issue that was raised was support for staff when they have health problems. The Trust’s Sickness Policy has been revised to ensure staff get more support at the earliest opportunity, such as looking at reasonable adjustments to maximise health and wellbeing.”

The staff survey closes on 30 November. Anyone having difficulty finding time or access to complete the survey, should speak to their manager.
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.

**Living our values**  
*Sponsored by Staff Benefits*

**Intensive Care Unit teams**
The ICU team at Scarborough Hospital suffered a devastating blow when team member Sister Tracey Hyem, died suddenly earlier this year. The team were recognised for the dignity and commitment they showed in maintaining a safe and effective care for patients and relatives during this sad time. The York ICU team also supported by providing cover on the day of Tracey’s funeral. 

**Runners up:** Carole Draper, AMU, Scarborough Hospital; Oracle Cloud Implementation team; Tom Wyles, Healthcare Assistant, Theatres, York Hospital

**Excellence in partnership**  
*Sponsored by Kier*

**LIVEX18**
The UK continues to face a “severe” threat of experiencing another terrorist attack. It is vital that the NHS is ready for this and for the first time in the Trust over 200 frontline NHS staff, from consultants and nurses to security guards and porters, all took part in a live casualty scenario. LIVEX18 was a year-long collaboration between the Army and the NHS. 

**Runners up:** York Head and Neck Clinical Nurse Specialist team; York Integrated Discharge Hub.

**Efficiency and productivity**

**SafeCare team**
Keeley Chapman and Darren Foston are credited with implementing new patient acuity software ‘SafeCare’ across all inpatient sites in just six months. SafeCare shows real time visibility of staffing and puts it back in the hands of nursing and midwifery teams. Wards are reaping the benefits of being able to use the staffing element of the module, reducing the need for agency staffing. 

**Runners up:** General Surgery and Urology procurement user group; Mandatory Training and Learning Technologies teams.
The rheumatology nursing team were disappointed to discover that there was a significant delay in responding to advice line queries, with some taking up to two weeks. This was affecting the care of patients and patient satisfaction, and made more work for the consultant’s secretaries. The team’s innovative ideas have created a better service which means callers can speak to a specialist nurse within one day. **Runners up:** Laboratory Medicine; Scarborough Midwife Sonographers.

**Patient experience**

Judith Hills, Nursery Nurse, SCBU, York Hospital

Judith has worked on SCBU for 23 years and is dedicated to the high standards of care given on the unit. During this time Judith’s contribution to the unit has been exceptional. An active member of the Special Care Support Group charity and the ‘face’ behind the Facebook group and website, Judith often secures funding from the group to provide extra patient and family experiences. **Runners up:** ‘The Scarborough Wedding Planners’; Claire Hopkins, Domestic, Maple Ward, Scarborough Hospital.

**Patients’ choice**

Simon Harrison, Staff Nurse, Ward 24, York Hospital

When 22 year old Annabelle contracted cellulitis in July she ended up in A&E. Annabelle was born with Down Syndrome and was terrified of having her blood taken. Thanks to ‘a wonderful nurse Simon’ who took his time and talked her through it, the vital blood test went ahead. Five days later Simon came in on his day off to carry out a repeat test. **Runners up:** York Adult Cystic Fibrosis team; Nova Watkinson, Midwife, Labour Ward, York Hospital.

"Every day in the NHS, dedicated teams and individuals go to extraordinary lengths to provide exceptional care and fantastic services"

CHIEF EXECUTIVE MIKE PROCTOR
Meet the finalists

Charity supporter of the year
Sponsored by Brewin Dolphin

York Orthopaedic Support group
The York Orthopaedic Support Group led by Pauline Palmer has donated a staggering £27,500 since 2011. This year alone over £12,000 has been donated to the Orthopaedic unit. Pauline is a shining example of loyalty to the NHS starting her career in 1968 as a student nurse and after her retirement in 2004 has continued to work tirelessly in support of the Orthopaedic Unit at York Hospital.

Runners up: Ward 23, York Hospital; York Test Laboratories.

Volunteer of the year
Sponsored by York Teaching Hospital Charity

Keelie Mollan
Keelie is described as a genuine pioneer having become the Trust’s first volunteer wheelchair user helping out on the wards. Born with cerebral palsy, 21 year old Keelie has mobility issues and goes everywhere by electric wheelchair. Having had to deal with a number of health conditions herself, Keelie is keen to give something back.

Runners up: Agnes Dyrale, Oak Ward Evening Volunteer, Scarborough Hospital; Stephen Rix, Amputee Volunteer, Vascular Surgery, York Hospital.

Chair’s ‘Star of stars’
Sponsored by Savile Group

Ward 17, York Hospital
The whole team from Ward 17 was nominated by a patient’s mum for the love, care and compassion they showed to her son, Harrison, following his 15 month stay on the ward. Harrison’s long term complex illnesses require round the clock care and the team are credited with saving Harrison’s life on several occasions. Mum describes how the team cared for Harrison as if he was their own child.

Runners up: Switchboard teams; Mark Howson, Estates Maintenance Assistant, Scarborough Hospital.

THANKS TO OUR SPONSORS
Meet the finalists

Chief Executive’s ‘Unsung hero’
Switchboard teams
Every day in every way the switchboard team act as ambassadors for the Trust, often the first point of contact for worried, frustrated, anxious and distressed callers. Based in York and Scarborough hospitals, they work 24 hours a day, seven days a week. They are dedicated, professional and happy in their work and play a key role in keeping the varied hospital services running.

Runners up: Julie Colquhoun, Corporate Learning and Development Learning Co-ordinator; Dave Reeves, Domestic, York Hospital.

Chief Nurse Commendation
Influenza Planning Team
This team are praised for their outstanding contribution during winter’s flu epidemic, working together seamlessly to open a flu ward to relieve pressure on hospital services.

Chief Executive’s Outstanding Contribution
The Mobile Chemotherapy Unit
This remarkable achievement, a first for the region, has created a service which helps patients with cancer to receive treatment nearer their homes thanks to a £750,000 investment from local charity York Against Cancer. Over 1,000 patients have visited the unit in the first year, saving 30,000 miles of travel for treatment.

Special thanks to our headline sponsors, Schneider Electric
Pioneering menopause workshop

Menopause can affect people in different ways and an understanding of this in the workplace is important.

With more women than ever in the workplace at an age where they are managing the symptoms of menopause, this workshop aims to provide understanding of how it affects the body and practical ways to manage this.

Presented by Kavita Verma, Consultant in Obstetrics and Gynaecology, the pilot workshop will cover how diet, exercise and lifestyle can reduce symptoms and what options are available to manage symptoms.

The session is at Scarborough Hospital, Post Graduate Centre (Lecture Theatre) on 28 November between 10.00am and 12.00pm. If the pilot workshop proves popular it will be run at other locations. To book a place go to Learning Hub.

New health and wellbeing section in libraries

Thanks to librarians Hazel Brownhill and Jane Ward, a new health and wellbeing section has been set up in York and Scarborough hospital libraries. It includes books on health related subjects, information resource packs on mental health and back care, plus information about forthcoming workshops and courses from the wellbeing team.

Staff can join the library by taking a staff ID card to the library counter at either site. York Library is on the 5th floor of the admin block at York Hospital and Scarborough library is in the post-graduate centre.

Research News

New trial helps reduce unnecessary antibiotics

IN JUNE the Trust was one of the first to implement a nationally funded research study to help stop unnecessary antibiotics. The Antibiotic Review Kit (ARK) encourages all prescribers to categorise antibiotic prescriptions according to the strength of evidence there is for an infection. The options are ‘possible’ – when infection isn’t the most likely diagnosis but antibiotics are required just in case, or ‘probable’ – where infection is the most likely diagnosis.

ARK also asks doctors to stop antibiotics on review unless there’s clear evidence to continue. These simple measures, combined with regular audit and feedback of results, have led to a significant increase in the number of antibiotics stopped by day three.

Damian Mawer, Consultant Microbiologist, said: “The challenge now is to sustain the improvements made by ARK. To support this work anyone starting patients on antibiotics should ensure the indication is clearly documented and that samples such as blood cultures are taken before the first dose. All prescribers looking after medical patients are encouraged to apply the correct infection category when they are prescribing antibiotics and to ensure they are reviewed by day three.”

Yorkshire Health Study

A HUGE thank you too all staff who helped collect an amazing 2,353 Yorkshire Health Study questionnaires over the past 18 months, from friends, family, colleagues and patients. This was a fantastic collective effort from all research teams to reach such an impressive target.

Pharmacy centralisation

THE pharmacy clinical trials team is centralising the service to York Hospital. Patients will still have access to the same drug studies, but medication will be dispensed from the York site and sent on Trust transport to be collected from the main pharmacy at Scarborough Hospital. This change will help reduce duplication of work and improve efficacy.

The team’s email address is: YorkPharmacy.ClinicalTrialsTeamMailbox@york.nhs.uk
August finalists

Star Award
Recognising and celebrating the achievements of our staff and volunteers

Night staff on ward 17, York Hospital
A group of nurses went above and beyond to support and encourage a vulnerable 16 year old while she took her GCSE exams on ward 17. The young person has extremely unstable asthma, and stress triggered life threatening asthma attacks. She had multiple admissions leading up to her exams and not much in the way of family support, so the decision was taken to care for her on the ward and for her to sit her GCSEs in hospital. Every morning she was woken to her room decorated by the night staff to different song themes with personalised song lyrics and costumes. The lyrics encouraged her to remain calm, relaxed and succeed in her exams. Her nursing and medical care were tailored to her exam times and her asthma remained controlled, she was able to revise and complete all her exams as well as gaining in confidence. The team are praised for demonstrating a ‘huge commitment to holistic care’.

Donna Ginders, Sister on EPAU, Scarborough Hospital
Donna is nominated by two colleagues for her focus on patients and the care she provides. At times Donna has had to run the clinic singlehandedly due to staff shortages but patients come first. She is praised for her professionalism with patients, her ‘fantastic’ caring side and is a very good listener making her the best person for the job. Recently Donna has taken patients from the women’s unit for recovery due to bed shortages. If Donna had not agreed the women would not be able to go to theatre for their procedures till a later date. Donna, along with colleague Sarah Capplerman, are both praised for their input in the clinics and the support they offer patients. ‘The service they provide for the women in the community and their families, who can be quite scared and vulnerable due to the nature of the clinic, is amazing.’

Deputy Sister Abigail Kennedy and Staff Nurse Laura Hay, Maple Ward, Scarborough Hospital
Both nurses were nominated by the family of a patient who spent his last days on Maple Ward. The patient was extremely poorly suffering from a severe chest infection and liver stones, combined with his condition of advanced MS. Abigail is praised for the care she provided, ensuring the patient’s needs were always met and his wishes respected. A spare bed was offered for the side room so the sleep deprived family could take turns with the patient, and Abigail made every effort to involve the patient in conversations – ‘This extra touch told a million stories of the care of Abigail and her respect for others’. Praising Laura’s exceptional care and compassion in acknowledging the family’s concerns, respecting their requests, and her care of the patient throughout his last few hours – ‘I know my dad died as comfortable as he could be and his wishes were respected, and that was largely down to Laura.’

Alyson Dowber, Discharge Liaison Officer, York Hospital
Alyson was on her way to lunch when she came across a young girl, six year old Ruby who was autistic and clearly distressed on the main corridor near junction 8. Ruby was on the floor screaming and crying because she didn’t want her blood taken on ward 18. The nomination comes from a colleague who saw many people walking past and only Alyson stopped to help. Alyson works on ward 28 and had no reason to involve herself in the situation, however she said ‘I know my dad died as comfortable as he could be and his wishes were respected, and that was largely down to Laura.’

The night team, Ward 17

Donna Ginders, left; Alyson Dowber, right

Laura Hay and her nominators

Sebastian Bielaszewski, Clinical Development Administrator, York Hospital
Seb’s role is to carry out administrative tasks for the Clinical Development Team to ensure smooth running of the team and the courses they run. Not only does he do this to an extremely high standard, he goes above and beyond every day to ensure that the team can function smoothly, all for the benefit of patients. Nominated by colleagues they describe Seb’s skills in anticipating their needs, praising him for the many ways he supports them by planning and taking on time consuming jobs. He is quoted as ‘caring immensely about his part in the organisation and what he can do to make a difference… always looking for ways to improve, not only himself, but the efficiency team as a whole.’ Colleagues describe him as one of the most polite people they know with a smile and greeting for everyone he meets and never too busy to be helpful.
Paediatric diabetes team inspires kids

The paediatric diabetes team at Scarborough Hospital are always on the lookout for new ways to educate the children and young people they care for with Type 1 diabetes.

As part of their ongoing education programme the team, led by Consultant Paediatrician Victoria Hemming, decided to lead by example and took a group of young people for a fitness and nutrition session at Scarborough Athletic Football Ground. The team and their young guests were put through their paces during a one hour fitness session with a variety of fun team building exercises suitable for all abilities.

The session was followed by a lunch where everyone brought a dish they had prepared or bought. They had carbohydrate counted the food themselves and a dietitian was on hand to provide any advice.

Victoria Hemming, explained: “It’s really important that children learn at an early age about their health and how they can manage their condition. Good control of type 1 diabetes is essential to minimise symptoms, prevent health problems and future complications and to help kids have normal physical, mental, emotional, and social growth and development.”

The day rounded off with a paediatric team versus young people football match to show off the newly learned skills. Needless to say, the young guests put on a far better show than the diabetes team!

Kelly Render, Children and Young People’s Diabetes Support Worker, added: “Type 1 diabetes can’t be prevented, and there is no real way to predict who will get it. Once a young person has the condition, it does not go away and requires lifelong treatment.

“The feedback from our young people was excellent and due to the success of the event, we are hoping to roll out this new initiative to all age groups. The session proved to be a great way for kids dealing with the same condition to meet each other and to also raise awareness of type 1 diabetes in the wider community.”

A YORK support group that provides vital help for cardiac patients and their families celebrated their 30th anniversary recently with a visit from members of the Trust’s cardiology team.

Rashed Hossain, Cardiology Specialist Registrar, said: “The York Coronary Support Group do a fantastic job and form an essential part of the rehabilitation programme for patients in the Coronary Care Unit at York Hospital. Their fundraising efforts raise nearly £7,000 every year for equipment in the coronary care unit, which allows us to buy ECG and echo machines for the department.”

The team spoke about the heart failure service that now has two hospital based heart failure specialist nurses and explained the new devices available and reported on their cholesterol management project that was presented at the European Atherosclerosis Society meeting in Portugal.

Simon Megarry, Consultant Cardiologist and Cardiac Rehabilitation Lead at York Hospital took questions from the audience regarding statin therapy, cholesterol management and how to keep abreast of new medication treatment.

Simon Megarry; Christine Rallison, Cardiac Rehab Lead; and Rashed Hossain (second right) with members of the support group
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

Get fit this year and beat the winter blues

Why not take part in the subsidised onsite Trust’s fitness classes organised by Staff Benefits? Don’t waste time – go straight from work!

Check the Staff Benefits webpage for details of classes in York or details of the onsite gym and squash court at Scarborough Hospital.

Gym membership is available for staff and family members for £5.95 a month and the gym is accessible 24/7.

Desk calendar competition

This year the Staff Benefits desk calendar competition invited staff to submit an image showing their favourite view of their hometown. The entries were judged by members of the Staff Benefits committee and 12 winners have been chosen to appear in the 2019 calendar. We’d like to thank everyone who entered and look forward to sharing the finished calendar in the coming weeks!

Hypoglycaemia – recognise the signs

THE inpatient and community diabetes teams were out in force in September for Hypoglycaemia Awareness Week (24-30 September) highlighting to staff the dangers of hypoglycaemia to patients.

Hypoglycaemic episodes affect nearly everyone with Type 1 diabetes, and some people with Type 2 diabetes who use insulin or some other medication.

Severe hypoglycaemia is defined as having low blood glucose levels that requires assistance from another person to treat and is classed as a diabetic emergency.

Catherine Finlay, Inpatient Diabetes Specialist Nurse, explained: “In the hospital setting hypoglycaemia is a major and preventable cause of morbidity and mortality. Approximately 20 percent of patients in hospital have diabetes and one in four will suffer a hypoglycaemic episode during their hospital stay.

“For many people living with diabetes, hypoglycaemia are part of life. But they can be scary and need quick treatment. Common causes of hypoglycaemia include inappropriate timing of diabetes medications, reduced access to food and reduced appetite. But sometimes there is no obvious reason at all.

“This is why it’s more important than ever for all staff who have contact with patients to be aware and able to recognise the signs. Our own staff have an important role in preventing it occurring and how best to treat when it does.”
Your hospital charity

To get in touch with the charity team, please email charity.fundraising@york.nhs.uk or call 01904 724521

The National Elf Service

This December, take part in York Teaching Hospital Charity’s ‘National Elf Service’ day on Friday 14 December with your ward or department and help make a difference in our hospitals. Whether you host your own festive cake sale or you dress up in your finest Christmas gear, every £1 raised will help support our patients over the festive period.

• For your free fundraising pack including cake cards and selfie props, please sign up online at www.york.nhs.uk/elf

Grand Opera House pantomime bucket collections

York Teaching Hospital Charity is looking for volunteers to help with bucket collections at the Grand Opera House in York between 17 – 23 December. The money raised at the collections will help care for our hospitals over the Christmas period and you can even watch the Pantomime for free!

• If you can help with the collections, please contact the Charity Team charity.fundraising@york.nhs.uk or call 772 4521.

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Did you know you could help raise money for your hospital charity through your purchases on Amazon? With your help, Amazon will donate 0.05% of the value of all your Amazon purchases back to York Teaching Hospital Charity.

It’s really simple to do – visit www.smile.amazon.co.uk, use your existing Amazon details to log in, and search for York Teaching Hospital Charity as your charity to support when prompted. You can then save the Smile link to use every time you do your Amazon shopping whether on your phone or desktop and they will automatically support our hospitals each time you shop at no extra cost to you.

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