The catering teams have the 24/7 task of feeding patients and staff across the Trust all year round, but when it comes to Christmas they really turn up the heat to deliver a bumper food fest.

The teams at Scarborough, Bridlington and York provide hundreds of Christmas lunches to staff ahead of the big day.

On Christmas Day staff at Scarborough Hospital will be serving around 270 patients and a further 100 staff. At York Hospital the impressive service is mirrored with a team of just over 20 staff working from 7am until 3pm, providing Christmas lunch for around 700 patients.

Thank you to our hardworking catering teams.

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
THANK you to everyone who joined the #OurVoiceOurFuture online workshop.

So far, over 2,000 staff have logged in and shared their ideas and insights about a vision for our future, the behaviours we should expect and not tolerate, and the things that need to be fixed in the short term.

There has been a great response to the questions about vision and behaviours and those questions have been closed as planned so that insight can be analysed and findings communicated early in the New Year.

The ‘fix the basics’ questions are open for the six care groups, plus facilities management and corporate functions until Tuesday 24 December to give more people an opportunity to contribute.

If you have lost your email invitation or have any problems accessing the conversation, you can email support@clevertogether.com.

A NEW project to support staff who have been involved in a challenging clinical incident is being trialled at York Hospital’s emergency department.

In the fast paced and unpredictable environment of the emergency department staff are accustomed to the fact that anything can happen. The team is skilled in dealing with all kinds of emergency but even the most experienced of staff can be affected by a challenging, distressing or traumatic incident.

The team have introduced the Time In Post Incident (TiPi) project which offers an immediate, brief, structured and supportive discussion following a clinical event or incident.

Rebecca Lightfoot, Emergency Department Consultant, said: “We’ve introduced the TiPi to allow the team to reflect on the case and hopefully improve staff wellbeing. Anything can trigger a TiPi such as a prolonged cardiac arrest, an unexpected death, a never event, a safeguarding case, a paediatric trauma, or team member request.

“The TiPi is a quick debrief that includes all members of the team who have cared for the patient. Its aim is to ensure colleagues understand how the clinical events unfolded, to identify areas of good practice and also areas which could be improved.

“We have already performed two TiPis and the response has been very positive. At the moment it is a trial but once we have it fully embedded within our culture and practice in the ED we hope that other clinical areas may want to adopt something similar.”

Anyone who wants to know more about the Time In Post Incident project can email rebecca.lightfoot@york.nhs.uk.
SPOTLIGHT ON SURGERY

Vision of a robotic future

Earlier this month, staff and the public at York Hospital were invited to an exclusive hands-on experience with a demonstration of a robotic surgical system, the da Vinci Surgical System. This exciting, innovative technology enables surgeons to perform delicate and complex operations through a few small incisions with robotic assisted surgery.

Praminthra Chitsabesan, Colorectal Surgeon, who helped organise the event, explained: “I thought this would give everyone in the Trust the opportunity to see what it offers and a chance to experience it. This is one of several robots which the Trust will look at, however, it gave us all a chance to see what the next step in the evolution of our services could be – and hopefully this will be on the way to developing a North Yorkshire cancer unit and an advanced minimally invasive surgery unit. This would form an important basis to developing a much needed surgical academic unit here.

“I’ve previously trialled it in Strasbourg and I have to say it is a brilliant surgical instrument, not just a toy, which I can really see being the future of surgery.”

Dibyendu Bandyopadhya, Consultant for General Surgery and Urology, added: “By investing in the technology we will improve services across the board and offer treatment closer to home for many patients. The procedure is less invasive than open surgery and may allow more precision in difficult to access areas than traditional key-hole surgery, hopefully leading to less complications.

“Mr Blake-James is leading on its use in urological complex cancer and benign procedures, with Mr Brown and Mr Agada wanting to employ it to help reduce the significant morbidity in operating within the tiny confines of the mouth for cancer procedures. The robotic kit would allow us to provide more complex surgery, build up our services and catch up with other hospitals in the area that are already using this technology.”
October finalists

Henrietta Tully, Therapy Assistant, Scarborough Hospital
Henrietta works in the children’s therapy team in Scarborough. In the summer holidays the team ran an exercise class for children with neurological disabilities in Scarborough Hospital. Henrietta is praised by her colleagues for her help in planning and running the class and for going the extra mile for one pupil in particular. This child’s father normally has to get public transport from Filey for therapy appointments which takes a large amount of time out of their day, but they were willing to do this for the summer classes. Henrietta took it upon herself to organise for them to be picked up and taken home by the Filey Lions Club minibus so they could get to the therapy sessions. She organised this in her own time for an extremely grateful family, and this was a great help especially as the patient’s father suffers from health problems himself.

Multidisciplinary team from ED, ICU and theatre staff, York Hospital
A toddler was brought into ED after a freak accident where he had fallen onto a glass tumbler that sliced through his neck cutting the windpipe and jugular vein. It was a life-threatening situation that involved the skills of a multidisciplinary team to manage this very difficult case. From the moment the child came into ED, where the first job was to stem the bleeding, to his emergency operation in theatres to his care in ICU, the situation was a highly demanding and stressful experience for all staff involved. The team are praised for managing this traumatic incident with very high levels of care and professionalism. It was a successful outcome for toddler Sonny who is now fully recovered and his parents Tasha and Mike have described the team in local press as ‘phenomenal’.

Claire Murgatroyd, Healthcare Assistant, Scarborough Hospital
Claire’s compassion when dealing with a suicidal patient on Lilac ward prompted her colleagues to nominate her for a Star Award. The patient was hearing voices and displaying very challenging behaviour. Without any special training for such a situation, Claire questioned herself whether she was acting appropriately when she used her instincts to deal with the patient by sitting on the floor with her and hugging her when needed. This turned out to be the right thing for her to do on that occasion and the patient, after many bad days and much help from the Mental Health team and doctors responded and went home. The patient came back to say thank you to the ward and gave Claire a special card for saving her!

Lloyd Ward, Bridlington Hospital
As a busy day surgery unit, the team are always looking at ways to make the patient journey as smooth as possible and wanted to improve flow to and from theatre. For approximately eight weeks they trialled a ‘red tabard’ initiative for nurses who were admitting patients. Nurses wore the red tabard so people could see they were not to be disturbed until admission was completed. Prior to this, nurses were interrupted by doctors, anaesthetists and consultants during the admission process which led to a disjointed process where there was the risk of missing important information as well as it being unsettling for the patient. The initiative has been received very well as doctors now have all the relevant information prior to them seeing the patient. Patients are naturally anxious and the smooth flow from admission to discharge has been a success, not only for the patient, but for the ward and theatres too.
Theatre without drama

Teamwork is the key when it comes to making sure patients scheduled for day surgery get their operations on time, according to the Shepherd and Lloyd teams at Bridlington Hospital.

In the past year, 1,500 operations have taken place in Shepherd theatre and the patients have received pre and post-operative care on Lloyd ward. During this time, the teams have worked tirelessly to develop the service and improve patient experience. They cover many specialities including urology, ear nose and throat, maxilla facial, vascular, plastics, gynaecology, general surgery and pain management.

For the last two years, the two areas have worked together as a team to develop a project called ‘Theatre without drama’. The overall aim is to make sure that patients are suitable and ready for their surgery on the day, that the theatre is used to its maximum, and that the day starts on time with minimal changes or interruptions occurring.

This has meant taking the time to understand each other’s roles, and the different demands and complications each area faces.

Margaret Kiernan, Deputy Theatre Sister at Bridlington Hospital, said: “Staff from the opposite team paired up to learn more about how each other function on a daily basis. It has also meant people can work in both areas if there is a staff shortage.

“Throughout this project, the two teams have discussed, developed and implemented changes in practice to improve efficiency of the theatre list. The start and finish times of surgeries are reviewed weekly with the waiting list staff, and people have even adapted their shifts to cover lists that are longer to optimise the use of theatre.”

One of the new ideas implemented involves the ‘golden patient’ who is identified 24 hours prior to their operation and chosen to be first on the theatre list that day.

To avoid delays to the start of surgery, ward staff wear ‘do not disturb’ red tunics when admitting the golden patient. This prevents interruption and ensures the correct patient is ready for the start of the list at the right time without a delay.

Shepherd and Lloyd ward teams work together

Surgical Assessment Unit pilot for Scarborough

A PILOT to provide a surgical assessment unit (SAU) in a bay on Maple Ward at Scarborough Hospital is helping patients get specialty assessment and treatment as quickly as possible.

It is part of a national drive to increase the number of patients seen through same day emergency care (SDEC) who have been referred from their GP or the Emergency Department.

Liz Hill, Care Group Manager for Surgery, said: “Patients can be seen by the surgical team quickly on the SAU, have their assessment and diagnostic tests and then they will either be discharged with a plan, or admitted for further treatment.

“They can also opt to return the following day for further assessment to avoid having to stay in hospital overnight. We are reviewing our opening hours and pathways as part of the trial.”

Pictured: Maple team on the SAU
Pharmacy teams showed their support for yellow card awareness week in November to help increase awareness of adverse drug reporting amongst healthcare professionals and patients.

The yellow card scheme goes back more than 50 years and has helped to identify a number of important safety issues, many of which were not previously recognised as being related to a particular medicine.

Helen Holdsworth, Deputy Chief Pharmacist and Medication Safety Officer explained: “When medicines are undergoing development they are only used in small, defined groups of patients. Although this will identify some adverse reactions, many more are identified when drugs are launched and used in the general population.

“It’s really important to collect information from colleagues and patients, parents, and caregivers so that we can report suspected adverse drug reactions, particularly those that occur during pregnancy and breastfeeding or in infants and children.

“Yellow card can be used for reporting reactions to all kinds of medication, even well-established ones that cause severe harm or death, or herbal medicines, biosimilar medicines and e-cigarettes. All reactions for new drugs under intensive surveillance – designated by a black triangle in the British National Formulary – should be reported no matter how minor.”

The information is passed to the Medicines and Healthcare products Regulatory Agency (MHRA), the government agency responsible for ensuring that medicines and medical devices work, and are acceptably safe.

More information is available at the MHRA yellow card website https://yellowcard.mhra.gov.uk/
YorSexualHealth team remembers those lost to Aids

The YorSexualHealth service, who run 27 clinics across the whole of York and North Yorkshire, marked World Aids Day on Sunday 1 December by remembering those who lost their lives to the illness.

The team hosted a memorial quilt that was started by a group of bereaved mothers and partners in North Yorkshire and features a white Yorkshire Rose for each of those who has died. Each rose has a story behind it and many have been sewn on by a partner, family member or friend in remembrance of their loved one.

Tina Ramsey, Clinical Services Manager for YorSexualHealth, said: “Thankfully nowadays HIV is a treatable condition and no longer a terminal illness. The key is early diagnosis and treatment. In November we held National HIV Testing Week to promote regular testing so that people can be diagnosed early and get the best care possible.”

Although the number of new HIV diagnoses in York and North Yorkshire is lower than the national average, more people are diagnosed late and around a third of those did not identify as having an obvious high risk. Nationally, the three groups most at risk of being given a late diagnosis of HIV include heterosexual men, black African adults and those aged 50 and older.

Dr Ian Fairley, Clinical Director for Sexual Health Services at York Teaching Hospital NHS Foundation Trust, said: “Knowing whether or not you’re HIV positive is essential so that you can access specialist HIV services and HIV treatment. “Effective HIV therapy not only keeps the individual well but it also prevents them from passing the virus onto others. If someone with HIV is diagnosed early and is able to access treatment then their life expectancy is as good as if they were HIV negative.”

National HIV Testing Week is followed by a campaign funded by Public Health England which offers free online testing until 6 January 2020. It promotes regular testing to help reduce the numbers of undiagnosed people and those diagnosed late.

HIV testing is available in a range of community settings through YorSexualHealth’s partnership with Yorkshire MesoMac. Visit their website www.mesmac.co.uk for drop-in testing sessions available throughout the week or to book a test.

YorSexualHealth is commissioned through the Trust by City of York Council and North Yorkshire County Council.

Find out more about HIV and how to get tested, including a free confidential postal testing kit, by visiting the sexually transmitted infections page on their website www.yorsexualhealth.org.uk including details of sexual health clinics and STI testing.

“**In November we held National HIV Testing Week to promote regular testing so that people can be diagnosed early and get the best care possible**”
**STAFF WELLBEING**

A regular section bringing you the latest news and developments to support staff wellbeing

---

### Coping with Christmas - help is always at hand

Christmas is supposed to be the most magical time of the year – but for some, it’s difficult and lonely.

With one in four people in the workplace suffering a mental health issue at some point, it’s likely that someone you know may be facing a harder Christmas than you think.

The Employee Assistance Programme is a free service provided by the Trust to help support staff and family members, particularly in situations such as coping with the pressures of Christmas.

There is a Health e-hub app and online portal and a comprehensive library of resources to help with life’s challenges. It includes a 24-hour helpline, telephone counselling with British Association for Counselling and Psychotherapy (BACP) accredited therapists. People can also access face-to-face counselling sessions.

Health Assured offers free 24 hour advice and counselling, 7 days a week, 365 days a year on Freephone 0800 030 5182 or download the Health e-hub app for instant information wherever you are.

---

### Sleep well seminar

Do you suffer from insomnia? If so you are not alone. Around one third of adults experience insomnia at some point and everyone struggles to get to sleep at times. This seminar for staff gives information about sleep and insomnia, top tips for improving your sleep pattern and advice about other sources of help.

The workshop is on Wednesday 29 January 2020, 10.30am - 11.30am, in the Work Based Learning Training Room at Scarborough Hospital. It will give you information about sleep and insomnia - and suggest some helpful techniques for you to try. Visit Learning Hub to book your place.

---

### Sarah elected to prestigious professional body

CONGRATULATIONS to Sarah Hillery, Urology Advanced Nurse Practitioner, who has been elected to the council of the British Association of Urology Nurses (BAUN).

Sarah’s role of Council Trustee means that, as well as being at the forefront of professional development in urology nursing care, she can share important local issues that affect patients at the Trust and see them highlighted in a national and international forum.

Sarah explained: “I have drawn much personal support and professional development from BAUN over my many years in urology nursing. It provides invaluable education, benchmarking and clinical guidance for its members nationally. Professionally, election to the council represents an exciting opportunity to help shape the national agenda for urology nursing.”

BAUN organises free study days for members and non-members and an annual two-day conference for all nurses with an interest in urology, urological cancers and benign urological conditions.

Sarah continued: “The events provide excellent networking opportunities for urology nurses to support each other and share ideas in addition to an easy way to fulfil revalidation requirements. There is also a twice-yearly urological supplement published in the British Journal of Nursing.

“I feel very lucky to now be in a position to help provide education and mentorship opportunities to others and to be involved in organising the conference. Council members from other trusts with whom I will be working will support me to further develop my skills so I can help to maintain the invaluable resource of the BAUN.

“I would encourage any nurse to attend any of the events, join BAUN and make use of the association’s plentiful resources.”

**Sarah Hillery, who has been elected to the council of the British Association of Urology Nurses**
Lab med: online resource

DID you know there is a huge source of information covering everything you need to know about laboratory medicine on the Trust website? Whether it is looking at the best way to have an urgent blood test processed, needing to find the right contact for point of care testing, or wanting to request a histology specimen collection and transportation - all the information is there at the click of a button.

The pages have been designed with a ‘self-service’ approach so that people can find out what they need without having to phone the department or ask colleagues.

Visitors to the pages will see information presented as simply as possible, broken down into each area where they can find instruction on the types of specimen required, labelling requirements, storage of samples, how to add on tests and anticipated turnaround times.

There is also advice and guidance on choice and interpretation of examinations provided by lab med’s clinical team.

The link to the web pages can be found either through the front page of Staff Room on the quick links section, or on the Trust website in the A-Z of services.

Srinivas Chintapatla, Care Group Director for Cancer and Support Services, pictured, is a convert after recently discovering the pages. He said: “This is fantastic and such a useful link – I learn so much from it when I visit it. It is well structured and easily searchable.”

Drugs packs improve discharge wait times

Patients waiting in York Hospital’s discharge lounge can now expect a faster discharge with the introduction of a take home drugs pack.

The ‘to take out’ packs – commonly known as TTO – contain the drugs patients have been prescribed to take home with them when they leave hospital.

Historically the packs have been completed on wards or by the pharmacy team. The introduction of TTO packs in the discharge lounge means it will be much quicker for patients to be discharged, as well as relieving pressure on the dispensing pharmacy.

The discharge team now hold a supply of the most common medicines that patients are prescribed and are able to provide anything from antibiotics to a variety of painkillers.

Anne-Marie Blair, Discharge Lounge Manager, said: “We’ve worked closely with the pharmacy team to bring about this change, which we are confident will make a huge difference to patient flow across the site. It will improve discharge wait times for many of our patients who are keen to make their way home.”

The discharge lounge at York Hospital is open 8am-8pm Monday to Friday, and 10am-4pm Saturday and Sunday.

From left: Lesley Harrison, Staff Nurse; Ann-Marie Blair, Discharge Lounge Manager; and Sue Nightingale, Staff Nurse

First birthday for hospital Wi-Fi

CHRISTMAS Eve will be the first anniversary of free Wi-Fi for patients and visitors to the Trust.

Patients at Scarborough, York, Bridlington and Selby hospitals have been able to surf the net for free and stay in touch with loved ones since the Trust secured funding from the NHS Digital Patient Wi-Fi rollout project.

The long-awaited development came after the systems and networks team were able to upgrade existing infrastructure to provide a free Wi-Fi service to patients without compromising the security of the hospital’s private network.

Senior Network Specialists Kieran McDonnell and Shane Martin worked on the project alongside Network Manager, Elliot Sandell.

Elliot explained: “We had to plan the infrastructure to allow patient wireless to be securely carried over the hospital network while keeping the Trust’s network secured. Once that was done we carried out more work during 2019 to expand and enhance the service provided.

“Systems and Network services were able to turn on the patient Wi-Fi on Christmas Eve in 2018 and served two terabyte of data before New Year. This is comparable to people downloading 620,000 photos and watching 1000 hours of movies.

“Data usage has steadily grown month on month and is now using over 25 terabyte a month, equivalent to over a year of HD video from Netflix.

“A basic BT SuperFast Fibre at full speed – 36Mb – would take over 66 days at full speed to download this much!”
Helping parents understand baby crying

AN INNOVATIVE new programme to support parents to manage normal infant crying and help stop shaken baby syndrome has been launched at the Trust.

The programme is part of a regional roll out designed to help parents and carers understand the normal crying pattern of young infants and to help them develop successful coping mechanisms to deal with this. It helps prevent abusive head trauma injuries to babies caused by shaking, also referred to as ‘shaken baby syndrome’.

The ICON programme – ‘Babies Cry, You can Cope’ is an evidenced-based programme that delivers four simple messages before the birth and in the first few months of a baby’s life:
I – Infant crying is normal;
C – Comforting methods can help;
O – It’s OK to walk away;
N – Never, ever shake a baby.

Rebecca Beggan, Named Midwife for Safeguarding, said: “The ICON messages have been demonstrated to help parents and carers manage the stresses which can be caused by normal infant crying.

“It is absolutely normal for babies to cry, and sometimes this can increase over the first few months before subsiding. We know that some parents and carers can get frustrated by this and we want to provide all the support we can to help them.

“ICON will provide parents and carers with the tools and interventions to prevent behaviours which can result in abusive head trauma and help them keep their babies safe.”

The North Yorkshire and York ICON programme is funded and supported by local partners including NHS commissioners, NHS provider organisations and Public Health commissioners.

This system-wide regional approach is aimed at ensuring consistent and sustained messaging for parents and carers about infant crying.

OPAT team helps patients get home for Christmas

Patients will be spared admission to hospital this Christmas thanks to the care of the specialised Outpatient Antimicrobial Therapy (OPAT) team who are able to administer intravenous antibiotics outside of a hospital setting.

Many patients remain in hospital only because of the need for continued intravenous antibiotics. Since the Trust’s OPAT team was launched almost a year ago it has helped patients in Scarborough and York avoid having to stay in hospital.

Treatment is agreed by a consultant and microbiologist and patients must fit certain criteria such as being medically stable and fit enough to be at home. They must also be able to return to hospital when required and have to stay under care of the consultant team.

Anita Chalmers, Principal Pharmacist – Antimicrobials and Infection Prevention, explained: “Once we have agreed a patient is eligible to be safely and effectively treated by the OPAT team we discuss the options available to patients. They can either learn how to self-administer the antibiotics, have a daily visit from a district nurse, make a daily visit to the outpatients department or in some cases receive treatment on one of our rehab hospitals or a nursing home.

“It is times like Christmas and family occasions where we see how much patients appreciate our service and it’s a pleasure to help them live as normal a life as possible. Currently we have 25 patients being treated via OPAT in the community who would have otherwise been in hospital.”

Ward staff can find out more about how to refer patients for the OPAT service by visiting Staff Room > Clinical Information > Outpatient Antimicrobial Therapy (OPAT), where an online referral form can be completed. For more information email OPATYork.sharedmailbox@york.nhs.uk
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 Facebook @YHFTBenefits

Buying and selling of annual leave

Applications for the buying and selling of annual leave scheme will open on the 6 January 2020 and close on 7 February 2020.

The scheme allows employees the flexibility to alter their leave entitlement, either by buying some additional leave or selling some of their current entitlement. Extra holidays may appeal for all sorts of reasons - the chance to spend more time with family, special holidays or time to complete a special project. Alternatively, if employees wish to use less than their full leave entitlement leave can be exchanged for extra salary.

Applications to apply to either buy or sell annual leave opens early each year for the following leave year. A form can be downloaded from the Staff Benefits page on the website Staff Benefits and Wellbeing > Salary Sacrifices > Buying and Selling of Annual Leave. All parts of the form must be completed to be accepted and will not be processed after 7 February 2020.

It is the responsibility of individuals to check with their line manager that their application has been received.

Brid’s alternative Christmas Tree

ONCE again Bridlington’s queen of Christmas, Rebekah Walkington, has created a seasonal sensation for the Bridlington Christmas tree festival.

This year she has been eco-friendly and recycling last year’s tree frame using hospital items that were donated for the very first tree entry seven years ago – no-one can accuse her of wasting NHS resources! Thanks for representing Bridlington Hospital Rebekah.

A merry Christmas from George who has excelled himself this year bringing cheer to the staff and patients at Scarborough Hospital with his elf-powered cleaning machine!

Christmas is coming…

A big thank you to all our amazing volunteers

The Patient Experience team held a special volunteer Christmas tea at both Scarborough and York – kindly sponsored by York Teaching Hospital Charity.

All our volunteers are a valuable and dedicated part of the team, who freely give their time. Working throughout all our hospitals, they make a huge contribution in helping to provide great care and services.
National Elf Service

What a roaring success National Elf Service 2019 has been. Thank you to all the staff members who participated and raised money for the charity.

We’re still counting the contributions so keep an eye on our social media channels for the grand total raised. The costumes were fantastic and it was great fun going round and seeing everyone with the ‘Elfie Selfie Frame’.

We hope you enjoyed following our Elf on social media and seeing what he got up to in our hospitals. Thank you to all the ‘Chief Elves’ who made sure the festivities went ahead smoothly and without any mischievous Elves!

Merry Christmas to our loyal supporters

Merry Christmas to all staff throughout the Trust, and thank you for supporting York Teaching Hospital Charity in 2019. The support of staff is paramount to our fundraising and we would like to thank everyone who has helped us in any way over the past year. We’ve had a fantastic year financially and this would not have been possible without our loyal staff fundraisers. Whether you’ve brought donations down to the office, made a donation yourself, taken part in a challenge event or held any other kind of fundraising activity – thank you.