**Membership Matters**

**January 2020**

**Outpatients video consultation goes live**

New technology in the Trust is taking patient care a step forward by offering video consultations to patients who require follow up appointments and ongoing support.

The diabetes clinic at York Hospital is the first to trial the new technology which is improving the experience of patients who are eligible and are happy to be seen virtually. The benefit to the patient is continued support from a clinician while saving on travel and time off work.

Nicki Rodgers, Service Improvement Facilitator, has worked to help bring the project to life. Nicki said: “We have worked in partnership with tech company Refero to deliver this video-consultation platform. Patients who are medically suitable are given the choice of a video consultation. It gives patients free, fast access to medical support at a time and in a place that suits them. It is easy to use for patients and clinicians, compatible with a range of devices and available to use as both web-link and app.”

The systems and networks team played an important role in getting the new technology to work with the Trust’s own systems. Shane Martin, Network Manager, said: “It’s been great to work alongside the care teams to develop IT that brings patient care into the home. This solution means a patient’s total time spent attending an appointment is reduced from potentially three or four hours with travel time, down to 15 minutes. They start the appointment at home and end it at home, all on a device that they are familiar with – what could be more convenient?”

Tara Kadis, Lead Nurse for Diabetes, said: “We are now in the position that we can offer patients the choice of either a face to face consultation or a video consultation. The technology in the diabetes department has been upgraded to facilitate this including dual monitors in each of the consultation rooms.

“While most people continue to benefit from face to face consultations there are a growing number of people who find it easier to have their consultation via video link. Time taken to get to hospital, hospital car parking costs and reducing the carbon footprint are just some of the reasons why people are choosing other ways for the consultation to occur.

“The team have embraced the new technology and feel this is a significant step forward in offering choice to patients.”

Video conferencing is also due to start this month for long term cancer patients who require regular follow ups. Not only will it help save time for patients travelling to hospital, it will also make better use of consultant’s travelling time, particularly for patients on the East Coast.

**Major investment for Ophthalmology services**

Investment by York Teaching Hospital NHS Foundation Trust last year has given a £1million boost to Ophthalmology services on the East Coast which will see patients receive better and faster treatment for eye conditions.

Brand new diagnostic equipment has been purchased for Scarborough, Malton, Bridlington and York hospitals, which replaces the old machines, some of which were 20 years old.

Jan van Der Hoek, Ophthalmology Consultant at Scarborough Hospital, said: “We’re delighted with this investment by the Trust. The new machines are better quality than before, plus we have a range of extra equipment. This means less invasive and shorter treatment times for patients.

“There has also been a significant investment in clinical, nursing and technical staff which will allow the team to expand their services to meet the demand of the local population.”

From the replacement of patient chairs on Willow Ward to cameras, lasers and analysers to diagnose and treat glaucoma - the department will now provide much improved care for patients. Pride of place at Scarborough Hospital is the state of the art laser technology that allows treatment to reduce the number of patients relying on long term eye drop medication, thus reducing the number of patient visits to clinic.

New cutting-edge technology is also offered at York Hospital with the introduction of an endo cyclodiode laser. The machine shows the precise target tissue for treatment in the eyes of patients having cataract surgery. Up to now it has only been available in Leeds and Manchester.

In addition to the investment by the Trust, thanks goes to the Malton League of Friends who have funded all new equipment for Malton Hospital. This includes visual field analysers that measure people’s field of vision, an advanced retinal camera and technology that can scan people’s eyes and track eye disease.

Consultant Ophthalmologist, Richard Gale, added: “This investment will provide much improved care for our patients across all sites enabling us to monitor any changes in condition and respond to these changes in a timelier manner.”

**International Year of the Nurse and Midwife 2020**

Worldwide, nurses and midwives play a vital role in providing health services, and they can often be the first and only point of health care in their communities.

Join us in 2020, the International Year of the Nurse and Midwife, to celebrate the role that every day touches people's lives in a way no others can - whether it's bringing new life into the world, or providing care and comfort to those coming to the end of their lives.

There are hundreds ways to work in nursing and midwifery and we will celebrate the skills, commitment and expert care nurses and midwives bring, and the impact they make on the lives of so many.

Join our Year of the Nurse and Midwife celebrations as we showcase our own 2020 on social media and our website, where the amazing work of twenty nurses and midwives across the Trust, who started their careers over twenty years ago, share with us why they love what they do.

Look out for #YearoftheNurseandMidwife on Facebook, Twitter, Instagram and LinkedIn or visit our [webpage](https://www.yorkhospitals.nhs.uk/news-amp-media/international-year-of-the-nurse-and-midwife-2020/).

**Star Award finalists**

All our staff and volunteers deserve recognition - but there are many that go above and beyond the call of duty to make the Trust a better service - with hard work, exciting new ideas and simply by putting patients first. [Click here](https://secure.membra.co.uk/EmailTracker103/Link.ashx?id=c7560b95-decf-4c5a-b3b9-5bb8b33c970b&c=87&m=%5bmemberid%5d&o=0&k=0D64DE0DxDD&u=https://www.yorkhospitals.nhs.uk/news-amp-media/star-award-finalists-2019/) to read why they were nominated and learn how they made a difference.

**Challenge yourself in 2020**

Have you made a New Year resolution to take more exercise? Take the ultimate challenge and start training for one of our charity’s challenge events! Whether it’s jumping out of a plane, running 13.1 miles from Newcastle to South Shields, racing round the streets of York or walking 24 miles across the Yorkshire Peaks, they want to hear from you.

Please visit [www.york.nhs.uk/challenge](http://www.york.nhs.uk/challenge) for more information about the events they offer or contact charity.fundraising@york.nhs.uk

**Board of Directors**

The next Board of Directors will be held on Wednesday 25 March 2020 in the Boardroom at York Hospital between 9.30am -12.30pm.

Read the latest [Board public Board papers](https://secure.membra.co.uk/EmailTracker103/Link.ashx?id=d6a99cea-d863-4b2c-a525-ac155aeb8213&c=87&m=%5bmemberid%5d&o=0&k=0D64DE0DxDD&u=https://www.yorkhospitals.nhs.uk/about-us/board-of-directors/board-of-directors-papers/). Included is information about our latest CQC Report and Action Plan, latest performance figures and financial performance.

**Council of Governors**The next Council of Governors is on Wednesday 11 March 2020, at Malton Rugby Club, between 1.30pm-3.00pm.

The Council of Governors meet four times a year in public and is chaired by the Trust Chair.  Trust members and members of the public are very welcome to attend as observers, and in addition there is an opportunity to speak to governors informally between 1.00pm-1.30pm, to ask questions. If you cannot attend a meeting but would like to submit a question, please contact us five working days in advance by emailing: [lynda.provins@york.nhs.uk](https://secure.membra.co.uk/EmailTracker103/Link.ashx?id=cfbd65d8-0d7b-4603-b373-cd0ffaf2880b&c=87&m=%5bmemberid%5d&o=0&k=0D64DE0DxDD&u=mailto:lynda.provins@york.nhs.uk)

**Charity news**

York Teaching Hospital Charity are have published their [Winter 2019 newsletter](https://issuu.com/ythc/docs/53094_yth_newsletter_a6_12pg_final_single_pages), which highlights the ways in which your support is helping improve patient experience every day in our hospitals. Thanks to the generosity of our wonderful supporters, the charity is able to help make a positive difference in your local hospital.

**Benefits of being a member**

We hope you are enjoying being a member of the Trust and enjoying the benefits this brings, including receiving the members newsletter 'Membership Matters'; updates and invitations to get involved in events; receiving exclusive NHS discounts; attendance at 'Members Only' events and opportunities to stand as a governor for your local area.

Ask your family and friends if they are interested in becoming a member and direct them to our website at <https://www.yorkhospitals.nhs.uk/get-involved/membership/> to join.

**Diabetes 2 Seminar – members only event**

Diabetes is one of the most prevalent of all the long term conditions. The emphasis of care is on the education and support for people with diabetes to live independent, full lives without complications.

The seminar will focus on what is diabetes, its risks and treatments and what we are doing within our hospitals to support our local communities.

We have put on two sessions; one at York Hospital 18/02/20 at 10.00am and one at Scarborough Hospital 19/02/20 at 10.00am. Places are available on a first come first served basis so reserve your seat as soon as possible to be guaranteed a place.

All of our members are welcome so please book your place online [here](https://www.yorkhospitals.nhs.uk/get-involved/membership/member-events/members-event-living-with-diabetes-type-2/).