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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

Foundation News

THE NEWSLETTER FOR MEMBERS

FEBRUARY 2015

Welcome from our Chairman

Welcome to the first edition of the year. As I write, 2015 has begun as 2014 finished with a very challenging few weeks for the NHS nationally and locally. I would like to thank all our staff for going the extra mile during this period.

Here at our Trust the last year was one where we started to face up to



the challenges in the local healthcare system and in our hospitals and plan for the future. Not everyone likes the views we expressed about the need to change the way the hospitals deliver services but they are needed in conjunction with a shift in focus to delivering care closer to home for our patients. A full review of community care is underway as a result and in the coming year I expect important decisions will be made about this by our commissioners and, as a result,

the future shape of hospital services.

2015 is also the year we look forward to the imminent opening of the new outpatients and healthcare centre at Acre Mills in Lindley and we are also close to deciding on how we upgrade our computer systems to move CHFT to the forefront of digital healthcare.

All this has to be done against a backdrop of a very challenging financial environment nationally and locally whilst continuing

to deliver excellent care.

In anticipation of the year ahead I would like to thank all colleagues here for their continuing commitment and dedication. To strengthen us further the Trust has the “four pillars” campaign in place to drive the way we deliver our care and many of our colleagues have taken part in the Work Together, Get Results programme – again to strengthen team working to provide the best care.

Can I take this opportunity to ask you to take the time to vote for our Quality Account for 2015/16 (see the story below). This is where you tell us what is important to you in terms of the healthcare you receive and helps us in our planning for the future.

Thankyou in anticipation of your support and best wishes from all of us at CHFT,

Andrew Haigh
Chairman

Send us your votes

It's time for the big annual NHS vote again! We are drawing up our priority list for 2015/16 and we want your help.

Every year local trusts are asked to highlight key areas worthy of special focus as we strive to deliver only the care which is safest, best quality and always with compassion. The key areas fall into three categories:

- Safety (S) – the choices are safer medicines and sepsis care,
- Experience (Ex) – food and reducing noise at night
- Effectiveness (Ef) – improving discharges and complaints handling.

We know all of these are important to us all but we want your verdict as part of the process of drawing up the list. We are looking for the Top 3 for 2015/16.

In more detail, here's this year's shortlist:

- **Safer medication (S)** – making sure patients get the right dose of the right medicine via the right checking processes
- **Improving sepsis care (S)** – an infection which starts in one part of the body but which spreads via the blood to others and can prove fatal in the most poorly patients.
- **Food (Ex)** – we know nutrition designed to meet the patient's individual needs is central to a good recovery. We aim to provide a patient's choice which is both hot and appetising.



Left: our sleep campaign with Alison Lodge, Sanisah Aman, Julie Mellor, Jayne Binns and Angie Salmon, Right: Andrew Hughes served by Linda Naylor the AGM food display



- **Reducing noise at night (Ex)** – at the end of a day everyone needs undisturbed peaceful sleep and this is an especially important part of our patients' recovery process

- **Improving the discharge process (Ef)** – we aim to make leaving us and returning to your homes and families for continuing recovery as smooth as possible working closely with our partners

- **Improving responsiveness to complaints (Ef)** – we receive many compliments throughout the year but sometimes we fall short of our patients' and their families' expectations. We are remodelling the investigations process to respond more quickly and to keep families up to date throughout

Whichever areas you select will receive extra focus from our staff in our hospitals

and community alongside the care being provided 24/7, 365 days a year to all our patients and their families. The priorities will be measured throughout the year to ensure we maintain high standards. Our results go into the annual report at the end of the year and this is always available on our website.

Last year the top choices selected by the local populations and our clinicians were self-management techniques, diabetes care, delivering antibiotics intravenously and improving mortality rates.

How to vote:

- Via the website www.cht.nhs.uk and click on the quality account button.
- Return the attached slip freepost to Melanie Johnson, general manager CGSU, quality account, Clinical Audit Department, Huddersfield Royal Infirmary, HD3 3EA.

New technique to unclog arteries without open heart surgery

Mr Green, with Dr Butts, right, and Sister Clair Bell from cardiac rehab



A NEW technique to unclog completely blocked arteries without open heart surgery will be available for coronary patients in Huddersfield and Calderdale.

The first local procedure of its kind was performed at Calderdale Royal Hospital on Monday, September 29, 2014, World Heart Day. The procedure used specialist equipment called a CrossBoss and Stingray to pass stents down the side of a serious blockage. Dr Jonathan Hill from Kings College Hospital, an experienced interventional cardiologist and expert in the use of the new device, joined Dr Butts for the day. Many patients have blocked blood

vessels but for technical, medical or personal reasons are not suitable candidates for bypass surgery. The new technique increases the likelihood of successful stenting, offering patients a greater range of options.

The minimally invasive procedure can take up to four hours and is performed through a small tube in the wrist or groin. The patient is usually fit to leave after an overnight stay in hospital, compared to a week's stay after open heart surgery.

Farmer Christopher Green from Lightcliffe, 68, was the first to undergo the procedure. He had two heart attacks in March 2014 – the first after returning

to his home after lambing a ewe.

He was rushed to hospital where he suffered a second heart attack that left him close to death. Stents were fitted in one artery but he had another blockage that needed further treatment.

He said: “It was early and I had just got in after lambing when I felt this enormous pain. It was like someone was crushing me. I have never had such pain. Dr Butts undertook emergency stenting and opened one blocked blood vessel but I also had another which was completely blocked. Now that all the blockages have been treated I am looking forward to things.”

INSIDE

HOME BIRTHS BOOST 2 'THINKING OF HAVING A BABY?' EVENT 2 THEATRES UPGRADE 3 OUT AND ABOUT 4 CONSTITUENCY MAP 4

Your Trust prides itself on never standing still and every year brings new services and improvements for our patients. We aim to be the best local healthcare provider and here's a few of the recent exciting developments.

'Thinking of Having a Baby?' event



On February 28 the Trust is staging its first ever "Thinking of Having a Baby?" event. It will be in the Learning centre at Calderdale Royal Hospital (10am-1.30pm) and all our experts in IVF and maternity care will be available to answer all your questions. We also have a dedicated email address: fertilityCHFT@cht.nhs.uk

THINKING OF HAVING a BABY?

Our Children, Women & Families Division is hosting a special event for budding parents-to-be, expectant parents and families on:

Saturday 28 February 2015
Time: **10.00am - 1.30pm**
at **Calderdale Royal Hospital**
Godfrey Road Entrance
Halifax HX3 0PW
in the
Learning and Development Centre

Come along and find out everything you need to know from leading Consultant Obstetrician Mr Martin DeBono, Midwives, Nurses and Health Visitors.

The latest innovations in fertility services and treatments, preparing for pregnancy, ante-natal screening, birth choices and breastfeeding will be on show.

Our experts will be happy to answer your questions in a discreet, relaxed setting. There will also be an opportunity to see short presentations.

To book your place or for more information please visit: <http://www.cht.nhs.uk/tohab> or telephone: 01422 224257



Meet Bing ... star of the training room



Above left: nurses with Bing. Above right: members have a look at Bing during a recent forum. Below: A&E training on Bing

He blinks as he listens to his doctors, he has a pulse, his pupils dilate and he has survived 10 virtual heart attacks in a single day!

Bing (named after crooner Bing Crosby as other manikins are named Elvis and Priscilla) is the latest state of the art 3G wireless training SimMan and the £80K star of our new training room, funded by the Yorkshire and Humber Deanery and the Trust's own Charitable Funds.

He weighs 70kg to replicate a real person and doctors, nurses and therapists will be trained on him in a wide range of clinical procedures ranging from administering anaesthetics to tracheostomies and resuscitation. The room also has a child manikin and A&E staff are currently undergoing training for paediatric emergencies.



To read our press releases, visit the Latest News section on the home page of our website www.cht.nhs.uk

Home births boost

OUR TRUST has boosted maternity services by launching the new Aveta Home Birth Team. The team will enable more women to give birth at home.

Aveta is our new 24-hour team of dedicated home birth midwives. The service, launched ahead of recent NICE recommendations supporting midwife-led unit deliveries, or home births for low-risk pregnant women, will provide bespoke support for mums-to-be who want to have their babies at home.

Our team aims to provide personal one-to-one care for women throughout their pregnancy, labour and immediately following the birth of their baby. Care will usually be provided in a home setting at times flexible to meet the needs of individual women and their families.

Previously, community midwives combined cover for home births with



The Aveta Team, from left, Pat Maillinson, Melanie Struthers and Jennie Wild

other midwifery responsibilities which meant that this was not ideal for women or midwives at busy times.

Senior Clinical Midwifery Manager, Joyce Ayre, said: "Our new dedicated home birth team is a real

development to maternity services at our Trust. Women who want a home birth experience will benefit from having increased continuity of care and a midwife they are likely to know at their birth."

Our fabulous staff...

Throughout the year our staff in all areas – frontline and right across the Trust – keep services running for our patients and their families amid huge challenges. And they also have time to have fun and raise funds for charity too. Events included a lip-tastic effort for Movember, a fab turnout for our Fashion Show in Breast Cancer Awareness Month featuring patients on the catwalk and a wool-derful effort for Christmas Jumper Day for Save the Children. In addition, Children in Need produced a brilliant bake-off from staff at the Pharmacy Manufacturing Unit for the big day.



Right: Christmas Jumper Day



Above and right: Breast Cancer Awareness fashion show, patients above and staff right



Left: Children in Need bake-off in the Pharmacy Manufacturing Unit



Above: Movember fundraising

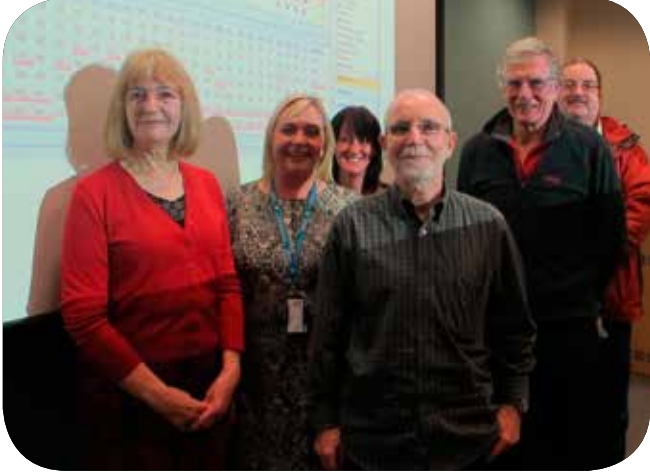
Techno talks are a hit

AROUND 40 members of all ages attended two Members' Forum talks about technological advances. They heard all about the revolution underway as the Trust embarks on a new era of IT investment to enhance care and support our teams delivering care. They talked about NerveCentre which is the system used to electronically record all observations such as temperature and blood pressure to ensure they are easy to read and accessible to all. The system also sends out an early alarm should a patient's condition deteriorate so action can be taken speedily.



Members' Forum

The new e-rostering scheme introduced to ensure the right staffing levels with the right skill mix are available for each ward was also covered in detail.



Hosts Joanne Machon and Jackie Hallam, second and third left, together with members at the IT event

Other Members' Forums coming up are:

Food for thought –the patient meal experience	Tues 14/04/15	1.00 pm – 2.00 pm	Discussion Room 1, Learning Centre, HRI	Chris Bentley, Matron, Estates & Facilities
Food for thought –the patient meal experience	Weds 15/04/15	5.30 pm – 6.30 pm	Lecture Theatre, CRH	Chris Bentley, Matron, Estates & Facilities
End of Life Care	Weds 01/07/15	1.00 pm – 2.00 pm	Lecture Theatre, CRH	Jeena Ackroyd, Consultant in Palliative Medicine
End of Life Care	Thurs 02/07/15	5.30 pm – 6.30 pm	Lecture Theatre, HRI	Mary Kiely, Consultant in Palliative Medicine

Book your place early to avoid disappointment! We hope there is something here to interest a wide variety of members of the public and staff alike – if you would like to attend a session, please book through the Membership Office: E-mail membership@cht.nhs.uk Telephone 01484 347342.

Scrubbed up nicely



Theatres team, from left: Obe Morake, Alec Philliskirk, Sandra Senior, Maddy Hudson-Smith and Jo Wright



Maddy Hudson-Smith and Jo Wright

THE FIRST of six operating theatres at Huddersfield Royal Infirmary to undergo a massive refurbishment has reopened. All six are being refurbished in a rolling programme due to finish in December next year – the first for 15 years. All the work is being undertaken with minimum disruption by removing windows and creating entrances into the theatres via external scaffolding. Theatre 5 – used for complex trauma surgery and the first to be complete – has been equipped with an upgraded laminar flow system to ensure the air is constantly circulated (crucial for surgery where deep incisions are required). It

also has an integrated, wall-mounted Surgeons Panel – to give a complete overview of all environment and touch control for all the equipment such as lighting and ventilation. The new BlueSpier technology system which logs all the surgery lists and patients' journeys through to theatre and back to the wards has also been introduced. Theatres matron Sandra Senior said: "This has been a major transformation both in the theatres environment and the introduction of all the latest technology and this means our patients receive the very best in safe, quality surgery and pre and post care from our teams."

Looking back

THESE photos show theatres at HRI from the Edwardian era, when it was at New North Road, and the 70s at its current Acre Street site.



Opening of new Acre Mills healthcentre

FEBRUARY 2015 sees a very exciting development with the opening of our Acre Mills healthcentre and outpatients facility across from Huddersfield Royal Infirmary. Work with partners started back in 2012 to transform the derelict former wire mill into a state of the art health-centre. Our patients were on the project group feeding in their views about how the services should look and a group of them were due to perform the opening ceremony on February 5.

Project lead Joanne Womack said there had been close working with clinicians, all the teams and the extra view from patients were very important in the planning and design process. She said: "Patients' views in a project as this are central and we couldn't progress without them. We thank them for their interest and time in Acre Mills very much.

Pictured: Jo Womack, front, with the clinical teams on the project



Positive results in A&E survey

STAFF at the Trust's A&E Departments have received a welcome boost. The findings from the Care Quality Commission's 2014 Accident and Emergency (A&E) survey has highlighted positive findings, including improvements since the last survey in 2012, in a number of areas. The Trust performed better than many Trusts in England in relation to care and treatment and all other scores were in the better than average, or average range. A&E Consultant, Mark Davies attributed the encouraging results to the hard work of colleagues in the departments. He said: "We have a fantastic team of clinical and non-clinical staff who are committed to using patient feedback and data to improve patient experience. "However, we are not complacent and we will always strive to further improve." Director of Nursing, Julie Dawes, said: "The findings of the survey are very positive and show that despite increased demand, overall patient experience is improving." The survey is the fifth national A&E survey carried out by the CQC, involving 142 acute and specialist NHS trusts with a major accident and emergency department. Three-hundred-and-nineteen patients, who had attended the Trust's A&E Departments in March 2014, responded to the survey.

Win a £20 M&S voucher

WE WANT as many of the people in our local area to be a part of our Trust and as an existing member you can help us by asking your friends and family to sign up as members too! It's really easy to do, by visiting the Membership section on our website www.cht.nhs.uk or contacting our Business Manager for the Membership Office, Vanessa Henderson, on 01484 347342 or by e-mail membership@cht.nhs.uk (members must live in the area served by the Trust and be over 16 years of age). Let us know if you successfully sign up someone and we will enter you into a prize draw to win a £20 M&S voucher. One of the most important (and rewarding, we're told) things we ask our members to help out with is interviewing for senior staff (consultants and senior nurses). We're always looking for new people to help out with interviews so if you're interested, please give Vanessa a call on 01484 347342.

Online election

THIS year, we will be introducing electronic voting for Membership Councillor elections. But don't worry, you can still vote on paper. To be able to vote electronically we will need an email address for you if we haven't got one already. Please supply yours to vanessa.henderson@cht.nhs.uk Look out for updates on the process later in the year.

Out and about...

... with Members and Membership Councillors

In the past few months our members and membership councillors (MCs) have, as always, undertaken a series of important roles supporting the Trust in a range of activities.

We always have two members and an MC on the interview panel for key posts as this brings fresh pairs of eyes to the appointments process to support our clinical and management team.

When WHSmith was redesigned at CRH last year we asked Richard Schofield, the husband of membership councillor, Liz Schofield to road-test the new plans. As a wheelchair-user, he was able to advise on the best use of space to make the shop more accessible to all.

- September 2014**
- MCs judged "best stand" (Hand Hygiene Under the Spotlight) at the Trust's AGM/Health Fair won by Infection Control. (see main photo)
 - MCs helped with car parking survey at CRH being undertaken by Calderdale Healthwatch.

- October 2014**
- First Members' Forum event – "Meet Bing" held – members and MCs attended;
 - MCs involved in opening of Simulation Suite at HRI.
 - MC involved in judging staff awards.

- November 2014**
- User Panel held – 2 x public members + 1 MC – for Site Commander interviews.



- December 2014**
- User Panel held – 2 x public members + 1 MC – for 2nd cohort Site Commander interviews.

- January 2015**
- User Panel – 2 x public members + 1 MC – for Senior Sister/Charge Nurse, Acute Stroke Unit interviews.

Main picture: AGM stand winners Belinda Russell and Christine Bottomley. Left: Liz, Richard and Val Rigg from CRH Estates. Right (from left): Membership councillors Dianne Hughes, Wayne Clarke, Brian Richards and Janette Roberts at the AGM and Health Fair 2014 with Ruth Mason

Meet the membership councillor: Lynn Moore



I have lived at Sowerby Bridge for the past 17 years with my husband, four Westies dogs and two cats. We have two children, our son and his partner live locally and our daughter and her husband live and work in Egypt.

Why did you want to become a member of this Foundation Trust?
Having retired after working in the NHS for over 30 years I felt the experience I had gained over that time could and should be used to help support and improve services for those who required treatment and care provided by the Trust.

What have you enjoyed most?
Some of the lasting memories were the visit to the Day Unit at CRH where we were shown the new IT patient-tracking equipment. This was an eye opener knowing that with a few buttons pressed a patient could be tracked from leaving the area to coming back. Next and possibly the biggest eye opener was the patient record department at HRI. I now know why on occasions files go missing and apologies for the times this frustrated me when I was a clinician.

What has been interesting/ surprising about the role?
The role is as small or as large as you wish to make it. What surprises me more is the openness of the information and discussions we have. From the start I have felt like a valued member with my questions and queries answered openly.

Have there been any funny moments?
Coming back from the Board Room at HRI and walking through the corridors, and yes, getting lost. I felt like one of the Borrowers but I did eventually find daylight. Needless to say I did not get lost the second time.

What would you say to anyone thinking about it?
Do not hesitate, just do it.

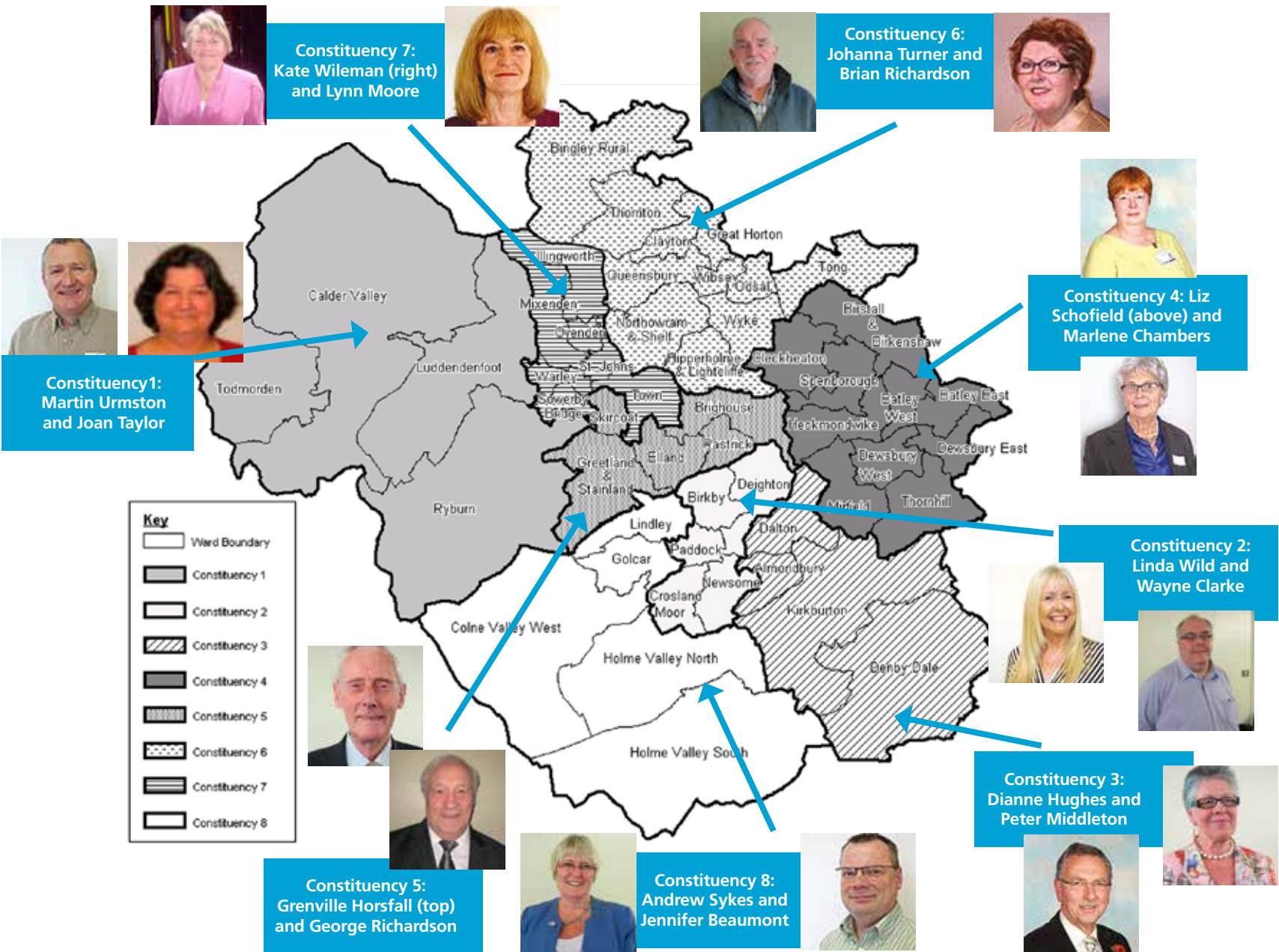
How do you relax?
Since retiring I have taken up patchwork and quilting and get pleasure from buying large pieces of material, cutting them into small pieces then joining them to make a large piece again. I also make cards, do scrap booking, knitting and a recent crafting enjoyment is to zentangle. This is a form of doodling but grows into very interesting designs.

What is your favourite place?
At home with my family.

Who would you like to have dinner with?
My family and friends

What is your most treasured possession?
My family, friends and pets. All other possessions I have are good, but cannot replace family and friends.

Your Membership Council and Trust Constituencies



To find a short profile of all our councillors see our website www.cht.nhs.uk/membership.
Your councillors welcome the views of the community to help them develop their own views and advise the policy and aims of the Trust. If you wish to bring any matters to their attention, you can do so through our inbox "Contact Your Council" – contactyourcouncil@cht.nhs.uk
● To find out more about our councillors visit www.cht.nhs.uk/membership