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TrustNews



NHS STAFF SURVEY 2015

Staff Survey – make your voice count – p2

YOUR STAFF NEWSPAPER

OCTOBER 2015



It's finally here!

THE NEW Greenlea Unit has been created on former ward 7 in a striking colour scheme of purple and green.

Prof Johnathan K Joffe talked of his delight to be celebrating the opening of the unit after 16 years in the planning and waiting stages. He said: "There have been many ups and downs along the way and we are delighted to be here today."

He presented Sister Jackie Swire with gifts in recognition of all her work for the project and joked: "She has terrorised the whole department and made the builders quake!" He presented her with a specially created hi-vis jacket with 'When I say purple I don't mean ***** magnolia' in recognition of the bold new colour scheme and a hard hat with 'Gaffer' on it amongst other gifts.

He also thanked everyone from architects, estates, Interserve and Jammal for "being fantastic and ensuring every crisis was sorted calmly and quickly". Thanks also went to the chemotherapy and outpatient nurses and doctors, all the health care assistants, domestics, porters, caterers and electronics experts and Paxman coolers and all medical staff. Volunteer Carol Armitage, snipped

the ribbon. She has been on the unit from the start. She said: "On behalf of all volunteers past and present can I say how much it means to us to help on this ward. Over the years I have met some wonderful people and it is a pleasure to do what we do for them." Patient Heather Conolly baked an extra butterfly decoated cake for the event. She said: "Throughout the treatment staff made me

feel as they have all the time in the world for us even in the old setting and is such cramped conditions and that is why I made a promise to bake them a cake."

From left: Heather with her cake; Carol snipping the ribbon; Jackie's comical jacket; Jackie Swire and Johnathan K Joffe

Making history – our first ICare conference

THE NORTH of England's Chief Nurse, Margaret Kitching, was our guest speaker and looked back to the days when, as a student, on the former old-fashioned long Nightingale Wards, her duties were mainly in the sluices and students were seen and not heard.

But things have moved on and the role of nurses has advanced, she said.

She added: "If you compare our time with patients to the time consultants spend with them then we should have the courage to speak up if we think something is not in our patient's best interests."

She was welcomed by our Director of Nursing Julie Dawes, who told colleagues "we are making history" today.

She added that changing was important for the future delivery of compassionate care for our patients, and she thanked everyone for attending and "making history" at our first Celebrating Nursing and Midwifery Conference at the YMCA at Salendine Nook.



"There are people here at the start of their careers and towards the end and we have a lot to learn from each other. I am sure today will make us all proud."

Janet Youd said: "There was a real buzz all day and it was great to hear nurses talking about their

jobs with such passion."

Big thanks to our presenters on the day: Lindsay Rudge, Dorothy O'Driscoll, Dr Annkush Vidyarthi, Linsey Whitlam, Lois Mellor, Carole Hallam, Barbara Schofield, Felicity Astin and Michael Ludlum.



Above left: Jenny Coates, Frances Wear, Jo Morrel, Emma Melkowski and Jen Allen
Above right: Our paediatric advanced nurse practitioners – Karis Stoddard, Elizabeth Clancy, Nichola Burslem, Sam Hoddy and Jill Gregory

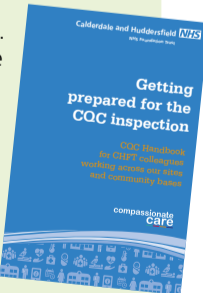
CQC date announced

OUR CQC inspection starts on 8 March 2016 and will span several days.



In preparation we've produced a handbook for all colleagues. It explains what the CQC will be looking at when they arrive and the questions they'll ask us, so that we can all prepare.

All colleagues will receive a copy with their payslips and it's also on our intranet. The inspection will give us assurance on what we're doing right and where we need to improve to achieve our vision of delivering compassionate care to the communities we serve.



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compassionate care





Visitor Nancy Standeven

Going bananas for fresh fruit and veg at HRI

BUSINESS was brisk on the first day of our new fresh produce stall in HRI reception.

Our Trust is one of three in the country which is part of the national Food for Life Soil Association campaign promoting healthy eating and lifestyles and are working in conjunction with Kirklees Council.

Trader Tony Gent – usually based in Queensgate Market – set up his stall in the entrance and will be there every Wednesday for the next

eight weeks as part of the pilot.

Best sellers included satsumas, strawberries, seedless grapes and other fruits. There were also free samples of our homemade soups which are now on all the patients' menus on offer.

Tony said: "There's been a tremendous response."

Visitor Nancy Standeven, from Sowerby, said: "It's fantastic and I do Slimming World so I am buying all my fruit and veg for it. It's good for me and you can buy just one if you want."

Rizwana Rehman brought her dad Ghulam and mum Zainab in for an appointment. She said: "The soup has really warmed my dad up. The produce all looks really fresh and you can pick up your fruit and veg and off you go. I think it's fantastic. I've just had a banana for my lunch"

Director of Operations Helen Barker told Big Brief she'd recently been to Birmingham and seen a similar initiative in action which was successful. "Use it or lose it," she added.

Hello my name is...

Hello my name is... isn't a new concept to our Trust, with many colleagues attending the presentations that Dr Kate Granger gave when she came along to the Trust last year.

And matrons Gemma Berriman and Karen Melling along with Lead Nurse for patient safety Mel Grocock promoted the campaign earlier this year.

Many colleagues are already introducing themselves to patients, but we also know through our patient feedback that sometimes this is still not happening.

It is a little thing but let's not forget how important it is to people. So all our colleagues are asked to consider again whether they:

- Always introduce yourself by name, and prompt colleagues to do the same
- Have your name badge visible at all times
- Make sure patients understand their role in their care or treatment

Consultant Paediatrician Sal Uka told the Patient Experience and Caring Group: "It's easy to see Hello my name is... as a gimmick but its simplicity is its strength. Introducing yourself with a smile says so much to the patients and relatives and should help set the tone for what else needs to follow."

*** Read more about Kate's story at hellomynameis.org.uk*



Alison Lodge, quality improvement manager



Kate Granger

FIGHTING FLU

When illness ruined Jo's Christmas

Project Manager E-Rostering, Supervisor of Midwives Jo Machon (pictured) tells us about how flu ruined her Christmas in 2010.

"It started with a normal cold; sore throat, sneezing, red nose, eyes watering. Within 24 hours I became very poorly. I'd never experienced anything like it before. I couldn't sleep even though I was so very tired. I was uncomfortable, irritable and I couldn't breathe properly. It was just a horrible feeling."

"It was the lead up to Christmas and I had to stay inside and recover when I'd normally be dashing

around getting all excited.

"I also felt like I was really letting my colleagues down so I went back to work. What a mistake!"

"After a couple of days my husband had to take me to my GP, who gave me an inhaler. I still have to use it when I have a cold."

"So now I always have the flu jab as soon as I can. I don't ever want to feel like that again!"

Grab the opportunity to have your job to stay healthy and avoid feeling like Jo. More information is in the Occupational Health section of the intranet.



Jo pictured with Occupational Health Specialist Maria Ferris (left)

Flu facts

- As we went to print more than 1100 colleagues had been vaccinated.
- More than 70 vaccinators are working across CHFT to keep colleagues and patients safe
- It takes two weeks for the vaccination to kick-in...so don't delay

CHFT-Weekly
Staff eNewsletter

Catch up
on our latest
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National NHS staff survey 2015

850 CHFT colleagues have been randomly selected by our survey provider to receive a questionnaire in the NHS National Survey 2015. This is an opportunity to have your say about your job and working at CHFT. The survey is completely confidential

and anonymous. Individual survey responses will not be divulged to any individual in the Trust.

Since our last survey we've introduced a number of new initiatives aimed at making working at CHFT a better experience including: Adding Health

& Safety and Equality & Diversity training to mandatory training, better internal communications and continued focus on appraisals.

Your manager should allow you time to complete the survey. The closing date is November 30.

Catch CHFT Weekly every Thursday – direct to your inbox or on the intranet



Face facts... Yvonne Hardcastle

YVONNE HARDCASTLE, a former staff nurse, has worked at CHFT for 17 years and has recently been appointed to a new position supporting new nurses.

What is your position?
Development and support sister.

Tell us about your career background?
I qualified as registered nurse in 1998, I have worked in the Trust since then, initially on the medical assessment unit but the majority of my career has been in the intensive care unit. I have just started my new post as development and support sister. My role involves supporting new nurses in their jobs.

What are the best bits about your job?
Yet to be discovered!

What is the highlight of your career so far?
Probably seeing patients get better after being critically ill.

Sum up your role in three words?
Staff Support Development

What did you want to be when you were growing up?
I originally wanted to be an air hostess because I thought it was glamorous, but I'm so glad I didn't pursue that one as I am not keen on flying.

Who is your hero/heroine and why?
My Mum, she is caring, kind and will do anything for me.

When you are not at work how do you relax?
My perfect pastime is spending time with family, and I also enjoy cycling and walking.

What is your favourite place?
There's no place like home! Second to that Rhodes in Greece where I got married, and France as I have had many holidays there.

Five Year Plan

Work on our Five Year Plan – as required by Monitor by the end of the year – is now progressing well.



It's all about us taking a long hard look at where we are now, setting out where we want to be in five years and how we are going to get there. We want as many services to remain locally provided whether that is in our hospitals or in our communities so we are working closely with GPs and other partners to achieve this patch-wide transformation.

Lunch marks end of an era



From left: Mandy Gibbons-Phelan and Nicola Sheehan; physios Alice Smyrell, Joanne Heads, Mandy Cattermore and nurse Alan Farrington; Huddersfield Community Rehab Amanda Edmond, Helen Ahmad, Jan Bray, Justine Laird-Boldy and Jan Spencer; Avril Henson, Stephanie Drinkwater, Helen Chauhan and Dawn Czerepaniak

A FAREWELL lunch was staged in the week our community colleagues transferred to Locala. The lunch was held in physio at HRI and was packed out. Avril Henson and colleagues Stephanie Drinkwater, Helen Chauhan, Dawn Czerepaniak were all presented with orchids and chocs as a thankyou

from their teams for their support through the transition time. In an emotional event for the departing teams, Avril, said: "It is the end of an era and a big change and we did not want it to unmarked and un-noted. "We should be celebrating what we have done, what we are doing

and what we do every day. Our professionalism is second to none. We know every day we do our best for our patients – not just 100%. We also look after each other and support each other. That is our big strength within our smaller teams as well as our bigger teams. And that will get

us through the next spell." She said the only difference would be the colour of the uniforms and the badges! She added: "We are all highly skilled and we are brilliant strong teams and that is what we need to keep doing." Therapies manager, Nicola

Sheehan, thanked them all. She said: "Obviously the next weeks are a new beginning and I hope you see it as an opportunity. I want to say a big thank-you. Some of you have worked for CHFT for a long time and you have all made a valuable contribution to our patients."

It Asda be... our community midwives

OUR COMMUNITY midwives from CRH are holding a one-off event called 'Meet the Midwives' to make people more aware of the permanent clinic they run at Halifax's Asda store.

The event aims to promote community midwifery, services & other support services that are available within local children centres, as well as focusing on some health services including stopping smoking, immunisation & healthy eating.

During the event, the midwives will have an antenatal and postnatal drop in session which will also involve specialist midwives.

Our Clinical Midwifery manager (community) Michelle Hayward, explained to us: "The clinic provides a late night service for those women who may work unsociable hours and can't make the 9-5pm appointments, and we have received some good feedback about our work."

She added: "Having our clinic at Asda provides a safe environment; we wanted to think outside the box, and we have taken community midwifery further into the local community where



Community midwives: Michelle Hayward, Anne Frost, Megan Plant, Keeley Lowe, Claire Adams, Hannah Crosby, Laura Barnett, Shanaz Ajab and Sheila Taylor

we are more accessible to women". Tommy's charity, which funds research into stillbirth, premature birth and miscarriage, have collaborated with our community midwives to work alongside them at the event.

This will give the charity a chance to display some work they have produced alongside our community

midwives, as well as supporting our services. Furthermore, they also plan to emphasise the importance for pregnant women to contact their midwife with any queries.

The event from our community midwives will take place on November 6th and will be the first of its kind from CRH and Asda stores.

CHFT at the Royal College of Emergency Medicine 2015

EMERGENCY consultant Dr Paul Jarvis delivered two lectures at the The Royal College of Emergency Medicine (EM) 2015 Annual Scientific Conference.

It was a sell-out, held in Manchester last month with a central theme '24 Hour Emergency Medicine People: the Specialty That Never Sleeps'.

Dr Jarvis's lectures were on Point of Care Testing (POCT) and How to Make Rapid Assessment work in Your ED.

POCT is the terminology for the analysing of blood tests at patient's bedside rather than in the hospital centralised laboratory.

The facility is now available in both ED sites within our Trust.

Dr Jarvis, said: "This can speed up patients' care as it allows patients to be sent home sooner as treatment can begin more quickly than before. Since the introduction of Point of Care Testing in the Emergency Department at CHFT, we have seen a massive decrease in the number of patients



Consultant Paul Jarvis, left, and Charge nurse Christian O'Boyle using the POCT device

waiting for blood results. So it means there is less overcrowding in the Emergency Department and patients start the correct treatment sooner."

POCT is used across other Trusts, but our Trust is the first in the UK to use it to such an extent in the emergency department.



THANKS TO ALL COLLEAGUES WHO MADE OUR AGM SUCH A SUCCESS

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Tears and 'lippy' – Denise's party

DENISE NASH burst into tears - then reached for her lippy - when colleagues threw her a surprise retirement party on ward 6d at CRH.

Denise, a Stroke Thrombolysis Nurse and Former Clinical support worker at CRH, was at our Trust for 24 years, 132 days (and three hours, she recalled with amazing precision (and a laugh!)).

Her gifts included flowers, alongside vouchers and jewellery from everyone she worked with.

She was looking forward to the chance to look after her grandsons Lewis and Ollie so she could spend quality time with them, and also had holiday bookings in mind.

But she added: "Of, course I will miss everyone here. My colleagues are also my great friends."



Dawn (front row, third from right) with colleagues



Approved training centre!

CONGRATS to our team who have just become British Institute of Cleaning Sciences** (BICSc) - approved trainers and assessors.

They were From left: Ian Meredith (CIM Associates UK Ltd), Gina Davies (Assistant Facilities Manager), Jason Bushby (Facilities Manager), and Julie Walker and Joanne Lambert (Facilities Management Coordinators)

Opportunity

THE TRUST is looking for support workers to put forward to apply to do their nurse training via the Open University.

This exciting opportunity is aimed at all support workers who have worked in the organisation for 12 months and have experience delivering excellent health care.

Candidates must possess literacy and numeracy qualifications at key stage 2 or above and meet the other requirements of the Open University & the NMC.

If you are interested in this opportunity please contact Practice Learning Facilitator Michelle Bamforth on ext. 2942 (HRI) for an expression of interest/application form which must be made to the Team by the: November 23, 2015.

Flour power for Macmillan

Inspirational Andrew



OUR colleagues joined the big bake and brew off for the annual Macmillan Coffee morning last Friday. The first ever event was held in 1990 and it has raised more than £138m since. Here's our round-up....

1 From the X-ray department at both HRI and CRH, Sarah Oakland, Janet Cope and Karen Hobson sent off for the special packs from Macmillan which provides posters, balloons and stickers and together gathered

cakes and buns and raised £356.00.

2 The team at the Macmillan Unit at CRH raised more £1000 with a green-iced gateaux and the sale of cute hand-knitted dollies,

3 The success of the tombola and cake and drink sale at the eye clinic at CRH raised more than £500.

4 EPR raised £391.03 with a chocolate tart stencilled with EPR - Excellent Pastry Recipe (surely!)



Andrew Jackson below. From top left Michelle Griffiths, John Tyrer, Jackie Swire and Paul Gilling

DIVISIONAL Director of Interserve John Gittins, took our Andrew Jackson on a trip to Birmingham... and he ended winning a top award!

After a year where he suffered two strokes Andy returned with the "Bring Better to Life" award for being an inspiration at work at the Interserve and Recognition Awards' ceremony.

He said it was the "icing on the cake" after his remarkable recovery, which saw him lose two stones and adopt a healthier lifestyle..

Andrew has spent 12 years working

at CHFT for Interserve as liaison manager and received the award for his hard work and dedication to HRI.

After the ordeal, Andrew returned to work and went on to organise charity events to raise funds and raised a tremendous £290 for Yorkshire Air Ambulance with cycle ride in HRI main entrance. He said, "The Trust at Huddersfield has really become part of my family".

His award was in recognition of his proactive approach and contributing to and creating significant improvements.

Board level

The following is an account of the Executive Board (EB) and Board of Directors (BoD) key discussions held during September 2015.

INTEGRATED BOARD PERFORMANCE REPORT

The key areas to note are:

Responsiveness

- Emergency Care Standard delivered with reduction in length of overall wait for those patients in the department over 4hours
- National cancer standards were met at Trust level but not yet delivering transfer to other providers by Day 38 and target performance in each tumour site group
- Delayed discharge improvement is slow but green cross delays are reducing
- Cancelled operations performance was achieved in August
- Elective activity continues to track below plan, exception report taken through the Finance & Performance Committee
- No ASI data available due to production issues from the national centre, actions plan currently being refined based on local knowledge.

Caring

- Complaint performance continues to improve
- Friends and Family Test remains challenging

Safety

- Falls continues to be higher than acceptable
- Harm-free care is running below contract standard
- 3 Duty of Candours remained open at month end

Effectiveness

- Slight increase in C.Difficile cases in August but remains within ceiling
- Emergency Readmissions within 30 days delivered
- HSMR remains a key area of concern
- # Neck of Femur - time to theatre deteriorated significantly in August as predicted in the July report

Well led

- Sickness has improved in 5

of the 8 areas reported

- Staff in post, FTE, remains static
- Appraisal and mandatory training remains red but significant actions have been taken in month to ensure improvement

FINANCIAL POSITION

Month 5 position – our forecast for the year end is now £22 million deficit against a plan of £20 million.

The Trust has recently established a Cash Committee to forecast and manage cash levels within the Trust. It is paramount that budget holders have a detailed understanding of cash management, stock management and inventory control to ensure the linkage to divisional budget discussions. All budget holders are required to access the "Finance for the Future" training programme.

THEATRES ACTION WEEK

The Boards noted that the Theatres Action week would run from 5 – 9 October 2015. Theatres will be working as normal but will have department liaison staff to help identify any issues. The Theatres Action week will follow a similar format to Perfect Week with bronze, silver and gold command arrangements in place.

DIPC REPORT

There had been 3 cases of C.Difficile in August. The year to date performance was 7 cases – 2 avoidable and 5 unavoidable – with a year-end projection of 17 against a ceiling of 21.

LOCAL SECURITY MANAGEMENT – ANNUAL REPORT

The Board of Directors received the annual report from the Local Security Management Specialist on violence and aggression and security activities which have been undertaken during 2014/15. The report showed that the Trust continues to have a good security awareness culture (the number of incidents reported stays similar to that of the previous year). Annual risk assessments are not identifying any concerns. Work continues to ensure the Trust's improves and maintains compliance against the NHS Protect Security Management Standards.

Feedback*



@CllrMehboobKhan:
With my special dad at @CHFTNHS who is receiving fantastic care & treatment

@kelly_L_T: Not until you use emergency service & NHS that you realise how utterly brilliant they are. Thank you @YorksAmbulance & @CHFTNHS #SaveourA&E

"Thanks to all the staff at Huddersfield A&E, HRI. What fantastic, caring and professional service I received on both occasions. Thank you ALL for being there to look after us."

"Just a quick letter to say thank you to all the paramedics and staff. The young doctor who looked after me was particularly kind and pleasant and efficient. Once again thank you. HRI should be proud of its staff."

"Very pleased with treatment – help, advice, in fact the whole approach by staff. It has been quick, relevant and fully supportive all the way - ensuring that I understood what was happening and the decisions made. Thank you. At Calderdale RH."

*tweets and emails about us from the past month.

TrustNews is the staff newsletter all about you. Please let the communications team have all your success stories and good news – e-mail to Heidi.hawkins@cht.nhs.uk or 'phone 01484 355 253. The deadline for the next edition is Friday November 13.