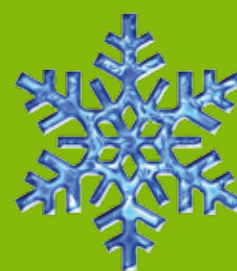


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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

TrustNews



Merry Christmas and a Happy New Year

YOUR STAFF NEWSPAPER

DECEMBER 2015

"We have a difficult December with a lot of games but they are all winnable. It could be a very different league come January 1"



Town players spread joy

HUDDERSFIELD Town players were out in force to present goodie bags on the children's wards at both our hospitals.

Under new head coach David Wagner they now have afternoon training sessions so they were given special time off the schedule to spread some Xmas cheer.

Former Town hero, now club ambassador Andy Booth accompanied the players to HRI. With Town down in the bottom three at the moment he said the club – was looking ahead to a brighter 2016.

Andy said: "We've taken a lot of positives from the last two games

even though we didn't have a win. We have a difficult December with a lot of games but they are all winnable. It could be a very different league come January 1."

Youngsters Malachi McKenzie, aged 10, from Longwood and Faisal Shazad, 13, from Fartown received goodie bags.

There's nothing to fear

CQC's Inspector Elaine tells you all you need to know

More than 100 colleagues from across CHFT joined Elaine Jeffers as she shared with them what the CQC inspection starting 8 March will mean to them. Elaine works as a Specialist Clinical Advisor and Independent Chair so it's fair to say she knows her stuff!

Elaine visited CRH, St John's Health Centre and HRI and said that seeing so many CHFT colleagues indicated how much importance



we are putting on the inspection.

Elaine, whose original background was pharmacy, has been on 16 CQC inspections across a variety of different organisations including acute trusts, community trusts and ambulance trusts. In her hour-long sessions she covered:

- What happens between now and up to the inspection
- That we're likely to have between 40 and 60 inspectors come to CHFT
- What inspection week looks like on a day-by-day basis, and what

the team look for when they first go onto a ward or department

● Scenarios about what might be asked and how the inspection team will approach it

Elaine explained: "It's not a tick box exercise and it's not Mastermind. It's more of an informal chat.

"They will want to know happens on a day to day basis.

"They will not be firing questions that just need a yes or no answer, or testing colleagues on the Health and Social Care Act. They will be having conversations with them that start to draw out the information they need."

She said they would be picking one

or two scenarios, a particular patient or two, and they will follow that patient all the way through their time with CHFT from admission to the point in time they are at, so they can see everything that should have happened has.

Elaine's sessions were so good and full of interesting information we've too much to write up in Trust News, so you'll be able to see the full detail on the intranet to help you. From the home page go to Trust Campaigns and click on CQC.



Elaine Jeffers talks to colleagues at HRI

Matron at Number 10

OUR MATRON Janette Cockroft was a guest at No 10 at a packed reception hosted by David Cameron and Jeremy Hunt for NHS staff.

She was invited by our former cardiology sister Andrea Gillespie who now works for the CQC.

She spent two hours in the historic reception rooms inside the most famous address in the land with David Cameron and Jeremy Hunt and about 200 other healthcare professionals.

Janette, said: "It was an amazing experience and very much an honour to be nominated to attend. It was an amazing experience to be walking through the door of No 10 Downing Street, up the famous staircase and into a room full of inspirational, passionate nurses and leading health professionals.

"Mr. Cameron spoke with passion



about the current state of the NHS and thanked us all for our continued dedication and commitment. He also said there would be more investment for our world renowned service and that was announced the very next day. "I felt very proud to be a nurse and to represent our Trust"

Fantastic moment for families

OUR new Rainbow Development Service (RDS) at CRH was jointly opened on Monday 14 December by Chief Executive Owen Williams and a family who have been using our services for nine years.

The redesigned and refurbished update of the former Child Development Unit at CRH will also care for youngsters previously treated Ellerslie Centre, Princess Royal Community Health Centre in Huddersfield.

Owen said "Opening this new service is a fantastic moment for our Trust. We've talked to a lot of people along the way about what they wanted from it. But we also wanted to remember to care for the carers who

have to support their children along the way.

"This has been a good example of blending scrutiny with new intent, without throwing out what works well. Much of the work to make this new service happen has gone on in the background. This is a prime case of colleagues living by one of our four pillars and really working together to get results – it's a really fantastic achievement".

Time has been taken to listen to what families wanted and the service design is based around this. We've used the colours of the rainbow to ensure a bright, stimulating and child friendly environment was created.

Around 160 children with



Owen Williams snipping the ribbon. Picture courtesy of Examiner

additional needs will receive therapeutic and clinical care and amongst the facilities are a sensory room, therapy rooms, clinic rooms and a family room. The unit also has two hoists

which are now linked to a weighing system. The ability to accurately weigh children with disabilities will be something all paediatric services within the Trust can benefit from.

INSIDE THIS ISSUE

- Long service rewarded P2
- Meet... the Service Performance Team P2
- Food draws rave reviews P3
- Hello my name is... P3
- Costa Coffee Awards P4

compassionate
care



Long service rewarded

THEY joined the Trust in a year when an average house cost £11,000, when the Tories chose Margaret Thatcher as the first female leader in politics and when legend Bruce Springsteen released epic LP *Born to Run*. The year was 1975!

Earlier this month, we celebrated four colleagues with an amazing 40 years service each alongside five with 25 years each.

Chairman Andrew Haigh and Chief Executive Owen Williams thanked them all saying he was proud to work alongside colleagues dedicated to providing compassionate care at a time when we face some of the largest challenges that we've ever faced.

- Please contact CHFT@cht.nhs.uk if you'd like a copy of your photo.



Here is a list of attendees and years served:

Name	Area	Years
Carolyn Batten	Midwifery	40
Phillip Cadogan	X-ray	40
Patricia Mallinson	Community Maternity	40
Lorraine Sykes	Main Theatre	40
Lisa Rachael Bulmer	Community	25
Angela Dysart	Cardiac Rehabilitation	25
Jane Hodgson	Physiotherapy	25
Darshan Kaur	Linen Services	25
Madeleine McDermott	Phlebotomy	25



Abhishek Subramaniam is welcomed by Owen Williams

Abhishek enjoys his Takeover Day

FOURTEEN-YEAR-OLD Abhishek Subramaniam joined us as guest of our CEO as part of national Takeover Day.

Abhishek, from Savile Park, Halifax, was welcomed at the start of the day by Owen Williams in the reception at Calderdale Royal Hospital, and spent his day in A&E and across various wards.

He said: "I love the NHS. They are doing a really great job and that is why I would like to be a doctor one day. A real doctor to me is a person who puts his patients above everything. This will give me a good insight into my future life if I become a doctor."

The Trust always takes part in the Takeover Day every year to encourage youngsters to find out more about their local health services and the people who work there and to hear their views too.

Owen said: "This day is always a pleasure for me. I am one of 5,500 here at this Trust and I have immense pride to be able to show Abhishek just some of the dedication and hard work which goes into providing compassionate care for our patients and their families."

Last year over 44,000 children and 1,200 organisations took part in the day.

For more information go to www.childrenscommissioner.gov.uk

Congratulations



WELL done Jo Womack, pictured centre, finalist in the NHS Leadership Awards

Leading Change around Sepsis – 21 January

- Are you interested in leading change and improvements around Sepsis in your clinical area?
- Do you want to hear about the local and national changes that impact on our Trust?
- Want to have access to the tools which will support you to do it?

Quality Improvement Nurse Gill Davis is inviting doctors, nurses and therapy colleagues from across CHFT to come along and get involved in a Trust-wide session.

Colleagues will hear more about the new NCEPOD (National Confidential Enquiry into Patient Outcome and Death), as well as looking to develop action plans for the coming months.

Gill has worked for CHFT for 11 years.

Her previous role was lead nurse for the Virtual hub, where she liaised with community services to reduce readmissions and provide care closer to home.

Gill said "For me this is quite simple – it's about helping colleagues recognise and treat Sepsis so we can improve the quality of care and save lives."

As a Trust we participate in The Commissioning for Quality and Innovation (CQUINs) payments framework. This encourages providers like CHFT to share and continually improve how care is delivered and to achieve transparency and overall improvement in healthcare.

Ultimately for our patients this means a better experience, involvement and outcomes. But it also means that if we

achieve the improvement targets set with the commissioners we generate revenue for our Trust which can be reinvested back into services for our patients.

Gill added "We've made great inroads into our CQUIN with compliance of around 60% at present. I'm hopeful the session will energise colleagues as they talk and work together about how we can improve further and boost that figure to 90% by the end of March."

The session will be held on Thursday 21 January between 12.00 and 16.00 in the Board Room at HRI.

Please register your interest with Gill so she has an idea on who will be attending. You can contact her on 07833 528217 or email her gill.davis@cht.nhs.uk

Gill Davis



Hearing dog transforms Beth's life

SEVEN years ago our part-time healthcare assistant at CRH, Beth Bates, woke up to discover she could no longer hear anything following a series of ear infections and suffering from viral meningitis. But everything changed when

Beth Bates with her hearing dog
Picture courtesy of Examiner

Beth was introduced to Biscuit – a cocker spaniel trained by Hearing Dogs by Deaf people.

Biscuit nudges Beth with her nose to alert her to the doorbell, phone or smoke alarm. Brushing Biscuit's fur quickly became a favourite task for our healthcare assistant, and led to her setting up a new dog grooming business cleverly named 'Kutz 4 Muttz'.

After taking a training course, she converted her garage into a grooming parlour.

Beth told us: "She has completely transformed my life. I feel more confident now, I've taken up golf again and I'm out and about everywhere. She has given me a new lease of life."

Beth's first client arrived last week, another Cocker Spaniel, Evie.

Meet... The Service Performance Team

THE SERVICE Performance Team cover CRH, HRI and Acre Mills. The team were originally employed to monitor our PFI partners; Cofely and ISS at CRH to ensure that the provision of Estates Services, Catering (both patient and retail), Cleaning, Switchboard, Car Park Management, Security, Portering and Linen Distribution are carried out as they should be and meet the needs of our patients.

More recently they have been more visible at HRI with our in-house services and will start to be seen carrying out the monitoring of cleaning services at HRI.

At HRI and Acre Mills the team work closely with Compass, who provide the retail and hospitality service and with OCS who provide the Security and Cleaning Services at Acre Mills.



If you have any questions, compliments or concerns around any of these services they are always happy to hear from you and will ensure to work closely with the relevant services to ensure that any concerns you have are responded to as soon as possible. They will feed back to you and continue to monitor where applicable.

The team can be contacted by e-mail, extension or mobile and all these details can be found on the Outlook Address book.

From left: Chris Bentley, Matron for Estates & Facilities; Mandy Taylor, Service Performance Team Leader; Val Rigg, Service Performance Manager; and Nigel Murphy, Service Performance Officer

#hello my name is...

We've renamed this popular slot to show our support for Dr Kate Granger's campaign to get everyone in the NHS communicating better with patients and their families. We're focussed on our facilities team who have it embroidered on their shirts. When Dr Granger, who has cancer and launched the campaign as her legacy heard about us, she said: "This is fantastic....."

Sarah (S): Hello my name is Sarah McNamara. I live at home with my Husband James, 6 year old daughter Emma and our cat Lily.

Linda (L): Hello my name is Linda Hartley. I have been a domestic supervisor/team leader for cleaning services for 7 years. I have been married to Peter for 24 years and have 3 children and 5 grandchildren. I'm originally from Saddleworth but moved to Milnsbridge in Huddersfield 22 years ago with my husband and 2 cats.

What is your position?
S: Domestic assistant
L: Domestic supervisor

Tell us about your career background?
S: I have previously worked packing bath panels at Trojon plastics, as well as working in a factory making sausages and black pudding!

L: Apart from bringing up three children, I worked at Oldham college as a disabilities support officer and it was very rewarding but also challenging.

What are the best bits about your job?
S: Meeting new people and having the joy of making people smile when they feel down, doing my job to the best of my ability to ensure there is a safe and clean environment.
L: I love the day to day challenges because every day is different.

What is the highlight of your career so far?
S: Being involved as part of a team working together to assure the best possible care to patients.
L: Being part of a great team who all get on and work well together.

Sum up your role in three words?
S: Pride, efficiency, job-satisfaction.
L: Very very challenging.

What did you want to be when you were growing up?
S: A policewoman.
L: A midwife.

Who is your hero/heroine and why?
S: Wonderwoman as she saved the world.
L: My Dad is my hero because he was a wonderful man. He was always there for me, especially when he wanted me to walk his Greyhound. When you are not at work

How do you relax?
S: I spend time with my family.
L: Listen to music and reading and spending time with my grandchildren.

What is your favourite place?
S: The beach as it is also my daughter's favourite place.
L: Centerparcs.

What would people be surprised to know about you?
S: I'm a black belt in Karate.
L: I love rock music: Led Zeppelin, ACDC, White Snake and Plant



Sarah's hero



Steph with Ward 19 colleagues

Our date with the London Marathon

CHFT is going to The London Marathon 2016 in April next year!

Ward Sister, Stephanie Rich, is taking part in aid of Whizz Kids and she's already started fundraising.

Whizz Kids are a charity organisation who aim to transform the lives of disabled children with vital mobility equipment and life skills training, which gives them the chance to be independent.

Stephanie, from ward 19, told us: "I'm not really an experienced runner, and in total I need to try and raise £1,700."

Although she's already managed to make a terrific start in raising £235, her end goal still seems a fair way off.

If you wish to sponsor Stephanie she can be reached by email on Stephanie.Rich@cht.nhs.uk.

Stay safe



42% of colleagues have had their flu vaccination. Get yours now, it's easy search on the intranet to find out how.

Loan a computer

IF YOU are a Smartcard user and want to do your mandatory training at home but don't have a Trust computer, we can loan you a device.

Talk to your manager so they can complete a remote access form before loaning a device from workforcedevelopment@cht.nhs.uk

Life-saving training delivered in Africa

PAEDIATRICIAN Alistair Morris is fresh back from a midwives' training week in Cameroon – where there was instant success.

One volunteer midwife was trained in the morning to use an oxygen mask and, using her skills, was able to resuscitate a baby born the very same day and not breathing.

Alistair was one of a team of four teaching 25 midwives in newborn care skills in Bamenda in Cameroon for the maternal and child advocacy international charity and ALSG.

In the hospital (about half the size of our Trust and where some patients have to pay for oxygen) they do not have basic equipment. The country has a neo natal rate of 30 deaths per 1,000 compared to 3 per 1,000 in the UK.

Alistair said: "We went out there to develop a midwifery training course. But it was also about understanding how other places work and you can't help but feel how lucky we are."

"There is very little equipment, some have oxygen, others haven't and we were teaching very basic neonatal and resuscitation and recognising when an infant is sick."

The proof's in the (Xmas) pudding...yum

COLLEAGUES and visitors to HRI were treated to a free lunch when **Apetito**, our food partner for more than 12 years set up a servery with HRI's catering team in the entrance to the hospital.

Mouths were watering as the trolleys were set up and CHFT reporters said it wasn't quite Black Friday but it came pretty close.

And the Quality Team were on hand with their feedback sheets (naturally!) to give their opinion. Team members (pictured top left) Joanne Fairclough, Jane Greenwood, Angela Davies and Gill Clarey were blown away by the quality and taste of the food.

Jane said "It's lovely – much better than mine. If I was in hospital on Christmas Day I'd be thrilled to bits to have this lunch. In fact I might come in just for that!"

Assistant Manager for Catering Adrian Brown said the food tasting session was very much about the partnership working with **Apetito**.

"We provide more than a quarter of a million meals a year at HRI. Nutritious food plays an important role in helping patients recover, so we have to try and get it right as much as we can."

Feedback sheets were completed



by the tasters – here are some of the comments received:

- Very good, excellent would be happy to receive this meal for my Christmas lunch, Book me in.
- Wonderful idea lucky patients.
- Better than my Christmas dinner.

Right: Rose Fisher, Bobby-Lee Ryan, and Shirley Young



Sikh prayer day promotes community links



THE EVENT aimed to promote community links between the NHS and the Sikh community.

Members of the Sikh faith came to HRI to perform a prayer known as Ardas.

Members of the Sikh community made up from various Gurdwaras, Sikh voluntary organisations and Sikh student societies took part in the day ensuring that all UK hospitals prayed for the well-being, recovery and good spirits of those who are currently in hospital and for World Peace.

George Spencer, Hospital Chaplain, said: "The vibrations of the prayer helped reach out to all, regardless of faith, race or gender, and the hope for the day was that it will also result in raising awareness within the Sikh community of Sikh chaplain (sewak) volunteering opportunities across hospitals in the UK. By creating a link between hospital chaplains and their local Sikh community, the two can work together at recruiting new chaplains from the Sikh Community to the various hospitals."

Costa Coffee staff brew up more awards

COSTA COFFEE at HRI has been busy scooping more awards, this time with several from Compass.

They received an award for their contribution to the Alzheimer's Society, since they became a partner charity at the end of the summer.

Compass General manager, Scott Jones, told us: "Our site alone has raised 10% of the national total. Considering we operate over 150 units is a fantastic achievement.

"We hope to continue raising money with themed events and days over the next year so keep an eye out for a bit of fancy dress or cake sales!"

At the awards, Costa were also recognised for their exceptional 15 in a row 100% mystery shopper

scores (a new Compass record).

Alongside this, every quarter in the year, members of staff can be nominated for one of Compass' 'Be A Star awards' in recognition of them going above and beyond the call of duty or going that extra mile.

This year, Costa at HRI had two nominees to win! Sam Womersley and Nicola Holodnyj were invited to a gala dinner in recognition of their success at the Natural History Museum in London.

Nicki was also one the shortlist of 5 nominees for the overall annual Be A Star award. Scott said: "Considering Compass employ over 25000 in the UK and as there was only 200 people invited this is a great accomplishment."



Left: Sam, second left, with Nicola.

Below: Costa manager Neil, second left, with Scott, second right



Ajay cuts retail ribbon



OUR plastic surgery consultant, Ajay Mahajan, took a star role at the grand opening of Bradford's new £260m new shopping centre, The Broadway.

Mr Ajay Mahajan was nominated as an important member of the Bradford community, and was then invited to cut the ribbon at one of the entrances.

Ajay Mahajan has done some fantastic work locally, including being a part of the University of Bradford's world-renowned Bradford Burns Unit, set up in the aftermath of the Valley Parade fire disaster in 1985 which claimed 56

lives and left 250 people injured.

Our Consultant told us: "It is indeed a huge honour for me to be invited to inaugurate the Broadway centre along with the University of Bradford's Professor, David Sharpe."

"The opening of the Broadway centre has been much awaited and it feels great to be part of this important event in the history of Bradford. I would like to congratulate everyone involved in bringing this project to fruition and I am sure that it will help change the face of Bradford city."

Christmas fundraising



Left: Acute Medicine Unit. Right: Coding & pathway teams



CHFT gave Mary Berry a run for her money this month as our teams sold cake to fundraise.

Our coding team and pathway coordinators had their very own office bake off with Christmassy confectionery made by both teams was on offer.

Our team will visit Martin House to present them with the money raised, which came to a whopping total of £206, and with 15 children in the Hospice this will go towards ensuring they are pain free.

Also, as World Prematurity Day is marked across the globe,

nursing staff from our SCBU did a fantastic job at bringing those memories to our Trust.

By organising a cake sale in the restaurant and gathering lots of donations of baked goods, Debbie Martin (neonatal sister) and other members of the team helped raise an amazing £444.46 for the charity, Bliss.

Meanwhile, Acute Medicine Awareness raised £83 for the ward and will be putting it towards something to improve patient experience, possibly a plumbed in cold water dispenser in the Ambulatory Unit.

Dr Venugopalan says farewell at 70



Dr TC Venugopalan celebrated his 70th birthday and his retirement at the same time at an event this month.

His colleagues gathered at the sub-basement offices HRI for a buffet and presented him with a Rotary watch.

Dr Da Falla, paid tribute to him, saying: "He is a very valued member of our organisation. During all the time he has been very enthusiastic about making a contribution and his thirst for knowledge and for the care of his patients has been exceptional. He always wants to deliver the best care for his patients."

Board level

The following is an account of the Executive Board and Board of Directors' key discussions held during November 2015.

INTEGRATED BOARD PERFORMANCE REPORT

The key areas to note are: Responsiveness, Caring – complaints acknowledged, Safety, effectiveness, and being well led with appraisal activity plans in place.

FINANCIAL POSITION

Month 7 position – our forecast for the year end is still a £22 million deficit against a plan of £20 million. We are working with divisions to bring the forecast year-end deficit back to £20m. The overall deficit is £13.25m against the planned £14.48m, due to restructuring costs not being incurred. The new Monitor performance measure Financial Sustainability Risk Rating (FSRR) stands at 2 against a planned level of 2.

THEATRES ACTION WEEK

The aim of the week was to identify the root cause of delays to theatre lists and the huge effort involved in the planning and execution was recognised and the Executive Board wished to thank all colleagues involved.

CLINICAL RECORDS

Compliance standards for clinical records remains a high priority for the Trust and the Clinical Records Group is identifying actions to address any areas of under-performance. The CQC will have a particular focus on clinical records during their inspection in March 2016.

2015 GMC NATIONAL SURVEY OF TRAINEE DOCTORS

The Executive Board welcomed the excellent results of the 9th national survey of trainee doctors. There had been a 100% response rate to the survey which

was the highest in the region for the third year in a row. Overall satisfaction rate has improved for the third year in a row – one of only two Trusts in Yorkshire and Humber to see this happen – with a rating of fifth highest out of 14 Trusts in the region.

5 YEAR STRATEGIC PLAN

The Boards receive regular updates on the development of the 5 Year Strategic Plan. The aim of the plan is to improve safety, service quality, experience and outcomes for our patients and to deliver high quality care 24 hours a day, 7 days a week.

DIPC REPORT

The Boards received the Infection Prevention and Control report for October 2015. There has been a further 4 cases of C-Difficile in October. The year to date performance was now 14 cases (4 avoidable, 10 unavoidable) against a ceiling of 21. There were no MRSA bacteraemias in October – with 3 in the year to date.

DEMENTIA STRATEGY

The Executive Board approved the Trust's strategy for dementia. The online mandatory dementia training to support the strategy is now available.

NATIONAL 'FLU CAMPAIGN

The Executive Board actively supports the national 'flu campaign which is now in full swing. The Executive Board receives weekly updates on the level of uptake of vaccinations and progress towards achieving the target for NHS organisations – which is to vaccinate 75% of frontline healthcare workers.

POLICIES

The following policies were ratified by the Executive Board and can be found on the intranet: Conflicts of Interest and Standards of Business Conduct Policy, Optical Radiation Policy, Pressure Ulcer Policy, Arterial Blood Gas Policy.

Feedback - thanks for everything*

"I am writing to congratulate your staff in the Urology Investigation unit and the Endoscopy Department. From the time I arrived until I left I was put at my ease and helped through the process which made the experience easier for me."

I just wanted to say thankyou to the fantastic team that looked after my grandma when she was brought to CRH A&E via ambulance. The staff nurse, CSW and doctor that assessed and treated her were all kind, friendly and professional."

@GuyGuzzi:
In awe of the professionalism and skill of the staff at Huddersfield Royal Infirmary.

*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 January xx.