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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

TrustNews

YOUR STAFF NEWSPAPER

JANUARY 2015

Curing the snooze blues

EVERYONE benefits from a good night's sleep – and especially our patients in hospital.

Our patients sometimes tell us via feedback that noise levels can be high during a busy night and this is something we are tackling. It is one of five projects that were identified as a priority for improvement at a Patient Experience event.

Lead Directorate Nurse for Children's services, Julie Mellor, who is leading the project said: "From feedback we are aware this is an area we could improve on. Our aim is to ensure that any member of staff working on, or entering a ward especially at night does all that they can to keep any noise to an absolute minimum."

As a starting point Julie is working with ward sisters from all areas paediatric units and gynaecology and Medical Assessment Unit at CRH.

An important element of the project is to make staff, patients and visitors aware of simple changes which can be made, such as toning voices down on the wards and being extra vigilant when closing doors and using bins.

Ward teams are being asked to ask their patients and families for their

views about the nighttime conditions and are being encouraged to support each other to keep quiet at night.

A good practice night-time routine checklist is being shared with wards and a member of the project team will also carry out a walk-round to help the ward team identify environmental factors which may cause noise especially at night.

Director of Nursing Julie Dawes, said: "I would urge you to join our campaign and take the 3 steps that will help our patients to get better more quickly and feel that we cared for them."

3 Steps to better sleep

- **Take a minute** just listen and imagine you are trying to rest or sleep and think how you can help to create a quieter ward or department.

- **Take five minutes** to ask patients or families on your ward or department what disturbs their rest.

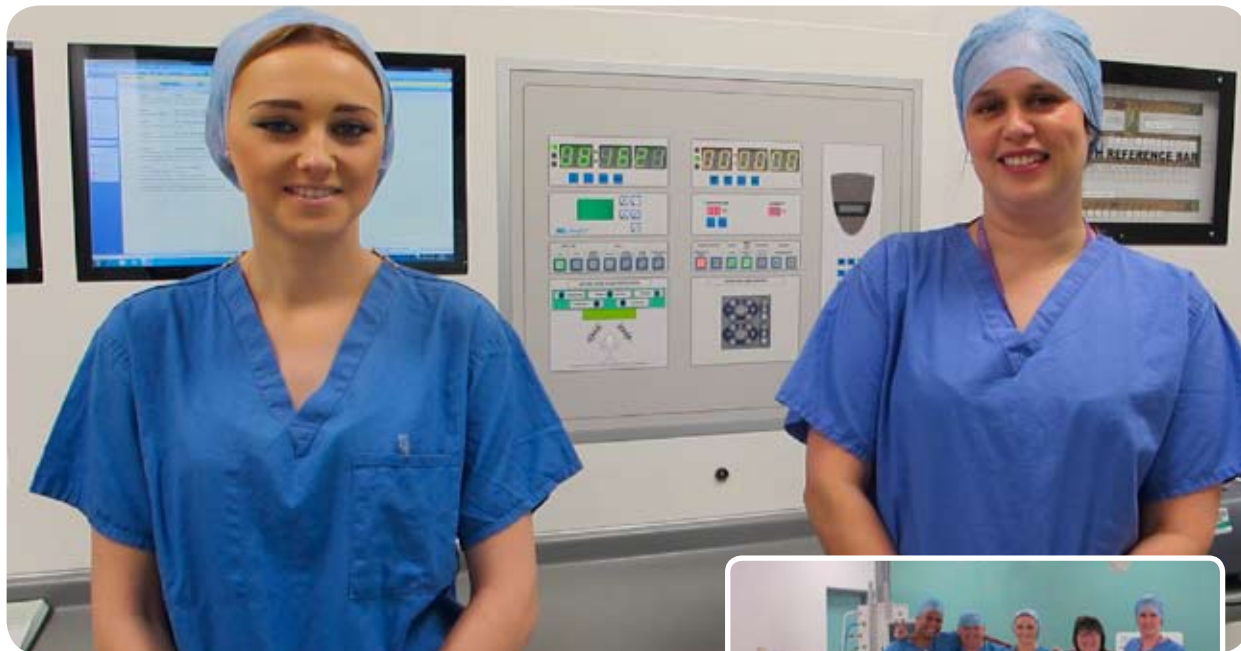
- **Make it happen** – We regularly challenge colleagues about being naked below the elbow in clinical areas – so please make it normal practice to help reduce unnecessary noise too.



From left: Alison Lodge, Sanisah Aman, Julie Mellor, Jayne Binns and Angie Salmon

Theatre of dreams*

* With apologies to non-Man United fans



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 completed has been equipped with an upgraded laminar flow system to ensure the air is constantly circulated (crucial

Above: Maddy Hudson-Smith and Jo Wright.

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



for surgery where deep incisions are required), an integrated, wall-mounted Surgeons Panel – to give a complete overview of the whole environment and touch control for all the equipment such as lighting and ventilation and has the new BlueSpier technology system which logs all the surgery lists and patients' journeys through to

theatre and back to the wards.

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."

THINKING OF HAVING a BABY?

Calderdale and Huddersfield **NHS**
NHS Foundation Trust

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**



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Whistleblowing – further info for trust staff



COLLEAGUES will recall from the November edition of Trust News details of our link up with whistleblowing charity Public Concern at Work to develop our existing arrangements for raising concerns.

We now have details of the confidential designated email facility which colleagues can access for advice. PCAW's Chief Executive Cathy James said "We offer a free confidential advice line to individuals with a concern about risks to others, helping them to raise it in the most effective way. We are delighted to be working with Calderdale and Huddersfield NHS Foundation Trust and their staff to get whistleblowing right in the interests of patients and staff".

The Freephone number is 0800 652 6577. The email address is advice55@pcaw.org.uk

Trust colleagues using these facilities can do so in absolute confidence as individual details of calls or emails are not passed to the Trust.

In further news we are working on the revised whistleblowing policy and expect to have this ready by spring. There is a whistleblowing page on the Trust's intranet with further help and guidance for colleagues.

Public Concern at Work has also developed some posters for us.

New in post

DAVE THOMAS has joined our Trust as external Turnaround Director. Dave will lead on helping us develop our cost improvement plans to meet the financial challenges that lie ahead. He will lead a team of CHFT colleagues who will assist our Divisions in pulling together plans for the remainder of this year and next.

Dave has some 26 years' experience in healthcare, management and leadership. He started his NHS career as a paramedic, before moving into senior management and specialist consultancy roles. He has vast experience in strategic and organisational development, turnaround and transformation programmes.

On his appointment, Dave said: "The strength and passion of front-line staff at the Trust is renowned, and I am committed to working with executive and clinical teams to meet future challenges and drive forward sustainable improvements."

Chief Executive Owen Williams said: "In order to meet next year's financial targets whilst maintaining patient quality means we need to have our plans in place and active over the coming weeks. Dave's appointment is part of a programme of support to make sure the turnaround required is achieved, in the interests of patient care. His skills, knowledge and experience will help us to deliver change, and we welcome him to our Trust."

Caring students



THE TRUST has welcomed 60 students to help on the wards caring for elderly patients with dementia.

They are mainly from Greenhead College, Huddersfield and Crossley Heath School, Halifax and aged 16 and above. Many of them have an eye on a career in medicine.

They attended inductions on the wards and a general Trust induction, pictured. They also heard from a Dementia Friendly expert from Age Concern.



Owen Williams, back right, and John Rayner, back left, together with community staff at St John's Health Centre, Pellon, Halifax

Community staff getting help to work on the go

All community based clinical staff, ranging from Adult Nursing Services, Intermediate Care, Children's Services and Therapy Services are in the process of receiving mobile kit enabling them to deliver their services whilst on the go.

The equipment consists of a light, durable laptop with a long life battery

and a smart phone, both of which, when connected, will allow staff to access the Trust network whilst they are in a community setting.

Updating and accessing patient records can be done both on line and offline with TPP's System 1 mobile solution.

For example, they will have the capability to update the patient record

within minutes in the patient's home, instead of having to go back to base to gather the information needed.

Chief Exec, Owen Williams and Director of Health Informatics John Rayner recently met with some of the 'early adopters' to find out how the rollout is going and hear about the benefits mobile working has brought to both patients and staff alike.

Service Manager Helen Webster-Mair said: "To have this technology available across community staff makes a huge difference, in essence it means less time traveling to and from our base and having the flexibility so we can spend more time with our patients. It's simple and very effective way to enhance the way community teams work."

Meet the Team: Specialist Palliative Care Team



Hospital team, from left: Victoria Robinson, Helen Harris, Dr Mary Kiely, Claire Leyland, Gillian Sykes and Rachel Lodge

THE HOSPITAL team sees in-patients on both hospital sites and the community team sees patients at home in Calderdale.

Both teams assess patients who have specialist palliative care needs.

Patients may have complex symptoms, difficult family situations or are close to the end of life. Advice is also provided

to clinical teams to enable them to continue to provide good palliative care for their patients. They can also get involved when there are difficult ethical decisions to be made.

The Specialist Palliative care team has recently seen some new changes. Funding was secured by Dr Jeena



Community team, from left: Dr Jeena Ackroyd, Helen Farrell, Andrea Vickerman, Lindsay Senior, Jayne Bargh, Abbie Thompson and Geraldine Peters

Ackroyd for an end of life care practice-based education project for two years which has enabled two band 7 uplifts (nursing team leader and an education lead) for both the hospital and community team, to lead on end of life care education and training. The project also includes a Band 5

development post in each team

The team is supported by two secretaries, Marian Berry (HRI) and Geraldine Peters (CRH/community). Andrea Vickerman formally joined the team this year and provides valuable end of life care training with the educational leads.

'Kind and human' – early views on ICODD

THE INTRODUCTION of comfort bags and the new, simple documentation to help patients who are at the end of their lives has received warm feedback from both families and clinicians.

They were introduced to improve care and communication at these difficult times and also to replace the Liverpool Care Pathway. The Individualised Care of the Dying document (ICODD) offers advice and

guidance to staff and is focussed on the patient's individual needs. The bags contain little essentials, such as bedsocks, tissues, a dental kit, and a notebook and pen, to ease time spent at a bedside if a relative needs to stay overnight. Good communication – which in the past has often been seen as lacking – is central to the new care plan. Feedback from nurses and

doctors on wards 8 and 17 and from relatives has so far been appreciative and positive.

Consultant in Palliative Medicine, Mary Kiely, said: "Nurses say that the document helps them to have the important conversations with families so they can understand better their loved one's wishes, and also how they can best deliver care to the whole family. Consultants

have also told us that it is about engaging at a kind and human level and that they are supported to be professional and compassionate.

"A family told us that our staff could not have done more for (their) mother and family and that they received much support and kind words."

More charitable funding has been secured, and training and support for staff will continue in 2015.



Katie

Face facts... Katie Backhouse

What is your position?

Fertility Nurse at the Assisted conception unit.

Tell us about your career background?

I qualified in 2005 and started at the LGI on a medical cardiology ward, moved to CCU/ward 5 at HRI in 2008 and then CRH CCU/ward 6B/C when cardiology merged. I Started at the ACON in 2013.

What are the best bits about your job?

It is my dream job.

What is the highlight of your career so far?

Passing my pelvic ultrasound exams this year...wahooo!

Sum up your role in three words?

full of surprises!

What did you want to be when you were growing up?

A dog – when I realised this was highly unlikely then I wanted to be a farmer!

Who is your hero/heroine and why?

Channing Tatum, need I say any more?

When you are not at work how do you relax?

In an ideal world I'd relax by being pampered or on a beach, but in reality

Channing Tatum



it's just a quick sit on the sofa watching Emmerdale.

What is your favourite place?

America baby!

What would people be surprised to know about you?

I usually have between four & six lipsticks on me at all times.

Con-graduate-ions

Colleagues across the Trust have been collecting their honours after years of hard study while working. Here's a round-up...



Maria

Shaun

Vicki

Maria Toshack, Critical Care Outreach Sister, based on ICU; Shaun Mawhinney, Staff Nurse on ICU; and Vicki Wilkinson, Staff Nurse on ICU. All have all completed the same course – MSc Health Studies: Acute and Critical Care. All graduated with distinction.

The Pharmacy Procurement team at HRI, right, all received NVQ level 2 in business and Administration and NVQ level 2 in customer service. Some also collected NVQ level 2 in maths and NVQ level 3 in Customer Service. Joanne Radcliffe said "Gill was very helpful getting us through the three years, she looked after our interests, and for that we are very grateful." Pictured above, from left: Joanne Radcliffe, Maureen Griffiths, Linda Reilly and Gill Dobson (Sarah Pearson not present).



Beverly Crosland, Debbie Hellowell, Jo Atkins, Fiona Smith, and Sharon Berry, pictured left to right, all studied for their MSc in Healthcare Management at The University of Huddersfield part time from September 2011 until summer 2014.

Lead colorectal stoma care nurse Paula Pickersgill, gained an MSc Health Studies at Huddersfield University. Her dissertation was on the psychological impact of stoma formation in non-cancer patients. She said: "It is important that patients are seen by us as early as possible to improve outcomes and my dissertation backs this theory."



Working together... and getting results

MORE than 500 colleagues have completed or are undertaking the Work Together Get Results (WTGR) programme to transform care at CHFT.

The two-day programme, launched 18 months ago, centres on 16 simple and practical tools and techniques to help ensure we deliver compassionate care and put the patient first.

There is also the Authentic Communication Masterclass to give people the skills and confidence they need to raise the important and difficult subjects that might seem risky to discuss.

We have 55 people trained as breakthrough facilitators who can support colleagues to make the changes they want to ensure the delivery of compassionate care to our patients and service users.

Deputy Director of Workforce and Organisation Development, Jason Eddleston, said: "The WTGR approach uses a common style and language to help us to influence our future."

Results include:

- Our midwives, health visitors, school nurses and child development colleagues now working seamlessly across North and South East Halifax

as an integrated health team

- Our Huddersfield Community Rehabilitation Team – now working together to provide the best care possible for patients who have conditions such as Parkinson's disease, stroke or motor neurone disease

- Our Blood Sciences team have undertaken innovative work to completely re-design staff roles resulting in a modern, sustainable service for pathology services

- Our Stillbirth Reduction team – midwives, obstetricians, public health specialists, smoking cessation staff and service users now working together to implement change and reduce the incidence of stillbirth;

- The EVAR Programme Team – winners of the WTGR award at the 2014 Celebrating Success event attribute their success to 'supportive colleagues and true team working'.

For more information about WTGR dates for the 2015 programme, visit our intranet pages:

<http://nwww.cht.nhs.uk/divisions/corporate/workforce-and-organisational-development/workforce-development/wtgr/>

Acre Mills opening



Jo Womack, front, with some of the clinical teams on the project group

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 will be performing 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.

Training in a safe setting

MIDDLE grade A&E doctors have been undertaking Sim training for paediatrics emergencies.

The sessions have been held in our new Sim Suite at HRI and are aimed at training for common paediatric presentations such as asthma, epilepsy, the febrile child and life-threatening episode.

Previously the training was classroom-based only.

Dr Maya Naravi and Dr Victoria Cox are heading the sessions. Dr Naravi, said: "This is a positive, interactive approach which means much better training opportunities."



Dr Khalid Dar with a child manikin



Dinah helps air ambulance

DINAH COGGON, a nurse on the Maxillofacial Unit at HRI, took part in a fundraising challenge to raise money for the Keep It Up campaign, which supports Yorkshire Air Ambulance. She was among a 15-strong team which ran 50 laps of the pitch at John Smiths stadium.

Dinah was among the first on the scene when Sean Doyle collapsed with a heart attack – which initiated the fundraising challenge. Dinah helped with CPR until the paramedics arrived. To donate visit www.justgiving.com/Sean-Doyle5/



We wish a happy, relaxing retirement to the Head of Estates and Corporate Services Martin Griffin, who worked for the Trust for 24 and a half years. He will be sorely missed within the estates department

Thankyou everyone

It's been an hugely challenging past few weeks, yet throughout it all CHFT has continued to deliver care with compassion to our patients. And here's the proof – from the people who matter most – our patients and their families.*

"Jo Green is a great ambassador for the department and we are very happy and satisfied with her input and help. Thank you" – from SW

"I would just like to say that all the staff nurses, doctors, and cleaners made my stay from Monday to Wednesday afternoon a very pleasant experience" – IC

"How impressed I was with my recent treatment from your staff at the CRH and HRI where I had undergone a prostate operation about 2 months ago. The care I received was 10 out of 10 from all concerned" – CM

"The kindness and constant support from Samantha was fantastic and as a family felt we wanted to pass on our thanks and gratitude for a service which was much appreciated at this difficult time." – GH-W

"I would like to commend the doctor from A and E who cared for Mr John Henderson last night. She was kind caring thorough knowledgeable professional" – from CH

"Under Mr Sidhom I received outstanding care and attention to detail during my recent stay for a THR. Every member of staff from your cleaning, domestic, trainee nurses, sisters, all doctors, everyone was very courteous, professional and above all approachable. Nothing was too much trouble." – BK

"The staff, although under pressure due to the number of people coming through A & E at the time, were wonderful, and I felt I had been treated as someone special. We are lucky to have such dedicated people looking after us." – CL

This area (orthopaedic outpatients) is VERY efficient, the staff are really friendly, knowledgeable and informative. Please pass on my thanks to all concerned with this area. They gave me the name of Sarah Clark as the person responsible," – DH

* All emails sent to CHFT inbox

Board level

The following is an account of the Executive Board (EB) and Board of Directors (BoD) key discussions held during December 2014.

INTEGRATED BOARD PERFORMANCE

The main areas of risk for the Trust were: Urgent and emergency patients; A&E target; Elective activity – inpatients and outpatients; Registered nurse staffing levels on wards; Un-rebased HSMR – currently 102 against an internal target of 80; C.Diff position

Paediatric Beds – the Executive Board is closely monitoring the local and regional position on paediatric beds.

Winter Plan – the Executive Board received the winter plan for 2014/15.

FINANCIAL POSITION

A full review is underway to identify the causes of the current deficit and how the Trust will get back on track. The financial position to the end of November 2014/15 shows:

- The year to date deficit is £2.50m against a planned surplus of £2.73m.
- Capital expenditure of £13.34m against revised planned £13.41m, an underspend of £0.07m (£4.67m below original plan).
- The cash balance was £17.53m, versus a planned £17.26m, an increase of £0.27m.
- The resultant Continuity of Service Risk Rating (CoSRR) stands at 3, although underlying performance is at level 2.
- CIP schemes are forecast to deliver £8.92m against the planned £19.53m

MONITOR POSITION

Monitor, our Regulator, is carrying out an investigation and the following has been agreed with Monitor:

14/15 financial position

- Maintain performance against national standards
- Full Year 2015 (FY15) off original target due to pace of mobilisation, CIP shortfall, activity performance and investment in Hard Truths
- FY15 revised forecast 'on track' for delivery
- Winter planning and employee cost contingency built into revised forecast
- Workforce reductions – Quality Impact Assessment tested, alongside PwC expenditure review, strategic PMO and divisional re-forecasting mobilised

- 15/16 Contract negotiations driving for fixed value contract and repatriation of activity.
- CIP Planning for FY16 CIP Delivery has commenced
- Work with Commissioners to agree a way forward for OBC

15/16 financial position

- Maintain performance against national standards
- Current FY16 year-end forecast is £19m deficit, with a cash balance of £1.5m
- Capital, Contract negotiations; EPR financial profiling
- FY16 CIP plans equate to 4% of turnover (£14m)

Trust governance and assurance

- Finance and Performance Committee in place chaired by NED including CEO and DoF
- Voluntary turnaround approach adopted
- Board Turnaround Director, extended PMO full time support and enhanced governance organisation in place for CIP delivery
- Full senior clinical and managerial commitment to ensure we provide compassionate care for our local people

EDMS – SCANNED NOTES

Training sessions for the roll-out of the Electronic Document Management System (EDMS), for the scanning of patient case notes, are well attended and details of which are regularly circulated Trust-wide.

DIPC REPORT

19 C.Diff cases have now been reported. However, there have been no post-admission MRSA bacteraemia cases this year.

CAR PARKING REVIEW

The EB is aware of concerns over the ability to park on hospital sites and has asked for a full review to be undertaken.

SEASONAL 'FLU CAMPAIGN

A big thank you to all staff who have already had their 'flu jab. As at 8 December 2014, over 2,300 staff (52.8%) have been vaccinated.

FEEDBACK

We would welcome feedback from your Team Brief meetings as to whether this briefing is helpful or if we need to make any further changes. Please send any comments to communications@cht.nhs.uk

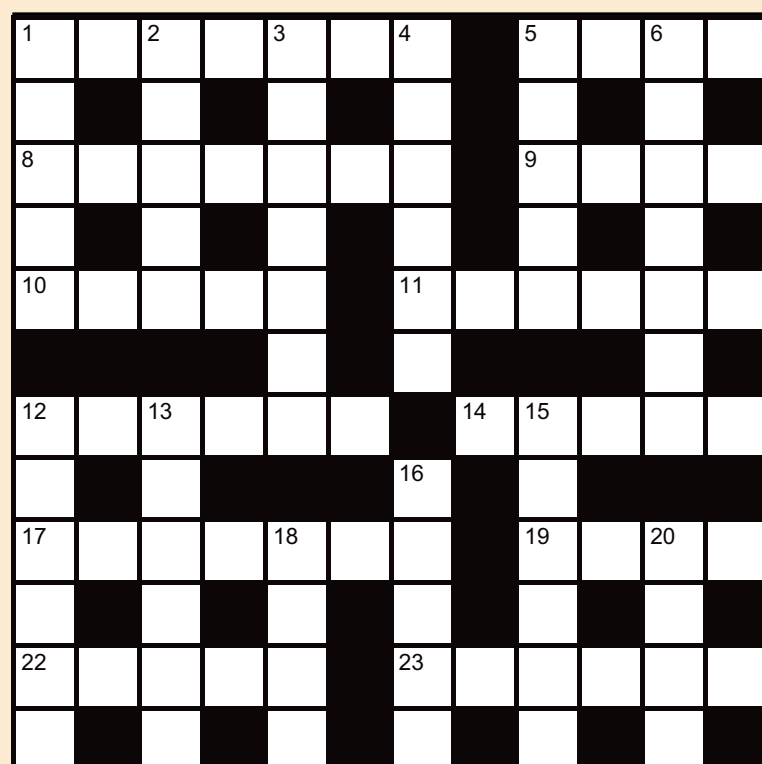
Tea break teaser

ACROSS

- Rock band in which Phil Collins played and sang (7)
- A legal opinion given in relation to Islamic law (5)
- Very popular factual TV programme presented by Jeremy Clarkson (3,4)
- A unit of weight used for gems (5)
- The largest coastal city of Croatia (5)
- Squares of cloth often folded into intricate shapes at restaurant tables (7)
- Prayer beads popular in the Roman Catholic Church (6)
- The constellation of stars containing the Pleiades and Hyades (6)
- Spanish drink made from wine and fruit (7)
- Musical instrument typically with 88 black and white keys (5)
- A British unit of heat energy used to measure domestic energy consumption (5)
- A dense type of rock of which the Scottish Highlands are largely formed (7)
- British rock band of the 1990s, winner of many awards (5)
- Another name for the Mandarin Orange (7)

DOWN

- Surname of the founder and chairman of Microsoft, possibly the world's richest man (5)
- Landlocked nation situated high in the Himalayas (5)
- British charity much involved in supporting the homeless (7)
- In Greek mythology, these dangerous creatures lured sailors to their deaths by shipwreck with their enchanting music (6)
- The common name of the Football Association's principal annual competition (2,3)
- A popular breed of typically small, wiry, very active dogs (7)
- Picasso, Constable, Michelangelo, etc (7)
- Creamy Italian rice dish cooked in broth (7)



Competition winner

THE winner of this month's crossword competition and box of chocolates is the Vocational Learning Team at HRI. The deadline for entries for the next edition is February 13 and entries should be sent to the address below.

NAME:

Location:

Telephone No:

TrustNews is the staff newsletter all about you. Please let the communications team have all your success stories and good news and send them to Communications, B Block, Nurses' Residence, Huddersfield Royal Infirmary; or e-mail lucy.mulcahy@cht.nhs.uk; or 'phone 01484 355 253. The deadline for the next edition is Friday February 13.