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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

TrustNews



Amazing love story: page 3

YOUR STAFF NEWSPAPER

JULY 2015

Acre Mills wins international award

OUR new outpatients' centre has won an international award from Green Apple.

Acre Mills beat off stiff competition from around the world and won the NHS and Health Sector National Silver Winner 2015.

The Green Apple Environment Awards were established in 1994 as an annual campaign to recognise, reward and promote environmental best practice around the world.

This is a second top award for Acre Mills. The former wire mill recently won the Royal Institute of Chartered

Surveyors (RICS) Conservation Project of the Year Award. We also collected an award for value with Interserve at the Constructing Excellence Awards in York earlier this month.

Our team at the Awards Ceremony held in London on 29 June:
Chris Race, Architect, Jefferson Sheard; Paul Gilling, Estates Manager; Lesley Hill, Director of Planning, Performance, and Estates and Facilities; and Joanne Womack, Project Manager



Care Closer to Home contract

THE two CCGs in Kirklees have formally announced the award of the Care Closer to Home (CC2H) contract to Locala, in partnership with South West Yorkshire Partnership Foundation Trust.

Our Trust, in partnership with the three Federations representing GPs across Kirklees (PHH, Rowan and CURO), Mid-Yorkshire Hospitals Trust and Forget Me Not Children's Hospice, also submitted a bid for this contract

We neither agree with the decision nor the process undertaken by the CCGs in evaluating and making the decision on the contract.

As such we have informed the CCGs that the Trust and our partners intend to lodge a formal complaint with Monitor asking for them to commence an investigation into the CCGs' procurement process and its impact on the outcomes for patients.

Our overriding reason for doing this is to ensure that patients and their families can be confident in the process and confident that they will receive the very best care as a result.

While this process is ongoing, we continue to work positively with our partners to ensure that the service for patients is unaffected, and will keep you informed of any developments.

If you have any questions please email cc2hkirklees@cht.nhs.uk

EDs are off to a flyer

COLLEAGUES from East Lancashire NHS Trust (ELTH) visited our Emergency Departments to see how well our teams are doing meeting targets.

CHFT achieved 95% performance for the 4 hour Emergency Access standard in the first quarter of the year. The Emergency Departments (EDs) are also delivering one of best results for ambulance turnaround in the region and have worked with the informatics teams to implement new screens to aid staff in their day-to-day working.

New screens are now displaying "live" information which includes waiting times for patients and "live" information on how well our teams are delivering quality care. There is also information on how the Trust is working in comparison to other trusts nationwide.

This visit has come as a result of CHFT achieving their 15 minute turnaround targets for ambulance patients and ELTH staff coming to see what good practice the Emergency Department staff have put in place.

Bev Walker, General Manager



From left: Mark Davies, Gemma Berriman, Bev Walker, Elaine Holden, Les Stoves and Janet Hackin

Emergency Care, said: "Keeping patients informed of waiting times and how good the care is in the Emergency Departments is really important and

supports a good patient experience. The screens are part of a number of initiatives being introduced in each department offering different ways of

communicating with our patient's. We welcomed the visitors from ELTH and the opportunity to share good practice staff are providing for our patients."

Sharing valuable information with Trust colleagues



Julie Dawes, Liz McDermott and Allison Gammell

A great opportunity for staff on the ground to find out what's going on...

...That was amongst the feedback you gave us, following our very first Colleague Information Sharing sessions, held on Wednesday July 1st.

Executive Director of Nursing, Julie Dawes and Company Secretary Victoria Pickles, delivered parallel sessions from the lecture theatres at HRI and CRH.

The sessions provided an update on key issues facing our Trust, our progress and current highlights from each of our divisions.

Colleagues were encouraged to ask questions and give their feedback.

Executive Director of Nursing, Julie Dawes, said: "Our new approach is intended to build on well-established communications and colleague involvement channels by providing a more structured, face-to-face approach. Most importantly, it is a great opportunity to thank colleagues for continued support and commitment to delivering compassionate care to our patients."

The powerpoint presentation is on the intranet, in the Trust Campaigns section on the homepage.

Your feedback:

"Good to see an update from all the divisions"
"Great to find out what's going on right across the Trust"
"Demonstrates that we are actively doing things, and delivering"

Dates of forthcoming sessions are as follows:

● 5 August – 8-9 am – Lecture Theatre, HRI and Dining Room, CRH
● 2 September – 8-9 am – Lecture Theatre on both HRI and CRH sites.

CHFT-Weekly
Staff eNewsletter

Catch up on our latest Trust News

Every Thursday and on the intranet

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compassionate care

Your Invitation to join us in our award-winning Acre Mills!

OUR award-winning Acre Mills Outpatients Centre is the venue for our AGM and Membership Council AGM on Thursday, September 17th from 5pm.

Divisions will be showcasing their plans for the year ahead.

There will be an opportunity to have a look around the state-of-the-art building and speak to representatives from each of our divisions, staff and Membership Council members.

The formal AGM will start at 6pm and will be a chance to hear about achievements and challenges over the past year as well as planned developments.

Foundation Trust members, members of the public and colleagues are welcome to attend.

For more information, or to book a place, please email our membership office membership@cht.nhs.uk, or telephone 01484 347342.

CDS plans on show



OUR Child Development Service team hosted a drop-in engagement event on Saturday, June 6th. More than 30 children and family members attended.

Refurbishment plans for a single-site specialist centre at Calderdale Royal Hospital were on show. Families were invited to comment on the plans, offer suggestions and ask questions.

Promoting the Friends and Family Test

The NHS Friends and Family Test (FFT) is an important opportunity for anyone using our services to provide feedback on the care and treatment they receive at our Trust.

This feedback is a vital way for us to understand where we are performing well in delivering compassionate care, but also where we need to make improvements or changes where we can.

In June the percentage of people completing their FFT was:

- A&E – 9 per cent
- Community – 3 per cent
- Inpatient/day case - 23 per cent
- Maternity – 26 per cent; and
- Outpatients - 14 per cent

We really want more people to give us their feedback, so please remember to promote the FFT with our patients, either by issuing a postcard or letting them know that they will receive a text soon.

It depends on your service as to which method is used, but if you need to know more please talk to your manager.

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Monte Carlo or bust for Michelle

WELL done to CWF's Operational Co-ordinator Michelle Walshaw and husband Lee for their successful run in the Monte Carlo or Bust Banger Rally challenge.

They were raising money for special reasons for the Stroke Association and Kacie-Mai wheelchair fund in a clapped

out £200 1990 Honda Accord.

They decorated the car as children's book character Wally with a large hat and glasses and put a large poster of a Where's Wally on the bonnet.

See next month's Trust News for a full round-up and to donate visit <http://www.justgiving.com/MoB47-stroke>

Celebrating Nursing and Midwifery Conference

COME and join our first Celebrating Nursing Conference on Friday 18th September 2015

It is an opportunity to share and celebrate the excellent work carried out by nursing teams across the Trust.

The event will include a series of presentations, poster presentations, plus a chance to meet candidates shortlisted for the Trust's Celebrating Success Awards 2015.

VENUE: YMCA, Laund Hill Ground, New Hey Road, Salendine Nook, Huddersfield HD3 3XF.

TIME: 9 am to 4.30 pm

PLACES ARE LIMITED - PLEASE EMAIL su.woodhead@cht.nhs.uk to book your place.

Sun shines on staff footie competition

THE sun shone for the first time in CHFT memory for this year's staff 5-a-side footie competition.

Held at Brooksbank School, Elland, as part of Men's Health Week promotion, the event is traditionally memorable for atrocious conditions – mainly driving rain – yet this year the weather took a turn for the better. CHFT Occupational health teams were on hand to offer health advice on blood pressure and smoking cessation advice.

The Nomads – made up of players from different work areas – were the winners for the 2nd year running with a 1-0 score. They were: Mark Butterfield –THIS / FSS. He was also man of the tournament and top goal scorer; Calum MacIver – THIS; Ross Charlesworth – eye clinic; Stuart Baron – finance; Ieuan Jones – cardiology; Ian Harrison – pharmacy.

Mark, a Wolves supporter names Steve Bull as his all-time footie hero. He said: "It was hot which made it tough but I scored a lot of goals, which was a fluke. It is also important that men do look after their own health and occupational health did a great job."

The runners-up were Hudds Pharmacy Specials (PMU).



Left: Man of the Tournament Mark Butterfield. Right: the Nomads team, who won the tournament for the second year running



Christine Bouckley from Occupational Health, said: "Our thanks go to Matthew Bleach for organising the matches and referees and to WOD for sponsorship of the venue. There was also plenty of cold water, fruit and ice."

"It is also important that men do look after their own health and occupational health did a great job"

Meet... The Supported Self-Management team

OUR Trust has a new 7 week supported self-management course for people with Multiple Sclerosis (MS) based on the well-established self-management course for pain.

The course involves patients and health professionals working as equal partners.

Self-management is about an individual having a useful understanding of their condition and knowing what they can do to manage it. This is done by collecting tools, skills and methods that they can use on a daily basis to help manage their condition, rather than just relying on treatment that health professionals recommend.

People with a long term condition can improve their quality of life. With a good understanding of their condition, some simple skills and a positive approach, they can become effective self-managers and rely less on others. It includes sessions on goal setting, problem solving,



relaxation techniques, positive self-talk, managing setbacks, pacing, planning, prioritising, managing medication and communicating with others.

The course is facilitated by Ann Jackson, a patient volunteer, and

Some of the course participants with Samantha Pearson, physio, Denise Winterbottom, MS nurse, and volunteer, Ann Jackson

Sally Grose, occupational therapist, Sam Person, physiotherapist from the Support and Independence team, and Denise Winterbottom, a Multiple Sclerosis Specialist Nurse.

Denise said: "It is an excellent example of multi-disciplinary team working and what can be achieved when patients and health professionals work together"

Some of the comments made about the course are as follows;

"I have learned I have control of my MS to some extent"

"I have learned to laugh again"

"I have learned everyone is different"

"There are other people with MS as well as me."

Face facts... Jacqui Booth, Communications Officer



Jacqui Booth lives in Halifax, is married and has two cats. She joined CHFT's Communications Team in June. The team is now based in Acre House next to HRI.

What is your position?
Communications Officer

Tell us about your career background?
I worked for the Post Office for a long time (I loved stamping things). More recently, I worked for Anchor for 11 years, the last six of which were in the Communications Team.

What are the best bits about your job?
No day is ever the same and I get to work with colleagues at all levels across the Trust. But principally it's knowing that I can help make a difference.

What is the highlight of your career so far?
Wow – that's a hard question. If I had to pick one it was when I managed a series of complex communication activities needed to roll out a new range of uniforms to more than 6,000 colleagues. The whole process took more than two years but was one of the most successful campaigns we'd ever run.

Sum up your role in three words?
Diverse, supportive, influencing

What did you want to be when you were growing up?
For a short time I wanted to be a model – but as you can see I soon gave up on that idea!

Who is your hero/heroine and why?
Penelope Pitstop, right, How can she drive an open top car and still look so gorgeous?



When you are not at work how do you relax?
I'm really into Sh'bam dancing at the moment. It's not relaxing at the time, but it's a good way to de-stress.

What is your favourite place?
It has to be New York...it's where I got married six years ago. What a day.

What would people be surprised to know about you?
I was once in a short film for Barnardo's shown before the movie at the cinema (remember those days?). I wasn't in the film at all because I couldn't stop smiling and I should have looked sad.



Karen crown-ed bowling champion

KAREN GANT, 18 Week Tracker from the surgical division, has become the British Crown Green Bowling Ladies Champion at Haunchwood, Nuneaton. The Yorkshire Ladies star beat Sarah Fox from South Yorkshire in the final at 21-15.

Karen was one of seven Yorkshire Ladies in the showpiece.

The green was fast running and very tricky however from the first round Karen found a good length which she kept all day.

In the first round Karen beat Caroline Buchell from Cumbria 21-8 followed by a win against Jannelle Pertoldi from Greater Manchester.

British Crown Green all England Ladies Championship 2015, Karen said: "All of the 64 competitors were all of a very high standard, as they were all qualifiers from their own regions. I did not expect to win, but it is a dream that has come true. I am very excited to be going on to the British Champions of Champions at Waterloo Blackpool, although nervous!"

Ward celebration for wedding anniversary



May and Leonard celebrate their anniversary on the ward

NURSES and caterers at HRI pulled out all the stops to ensure a couple celebrated their 69th wedding anniversary in style. May and Leonard Mills celebrated their special day on ward 8 and caterers supplied a cake.

They married at the Marsden Methodist church on July 20th 1946.

They were already good friends until they decided to start courting one New Year's Eve.

Before World War 2, May now 92, worked at a mill in Marsden, and Leonard, 93, worked as a 'clipper' on the buses.

When the war started Leonard was sent to Burma and May joined the Land Army.

Leonard said: "I sent May a telegram at work in Marsden asking her to meet with me when I was next home and two months down the line we were engaged. I simply said to May 'we ought to get married' on her doorstep before I got the bus home. That's how it all started."

Daughter Pat Bohdan said: "They



The anniversary cake

really are an amazing couple. Not only to survive the war together, but also to stay married for 69 years! They really do truly love each other and in comparison to how long marriages last these days I am very proud of them."

May and Leonard are parents of three, grandparents of eight, great grandparents of three and great, great grandparents of two.

Ward Clark Maureen Gaunt said: "The team on ward 8 wanted to make Leonard and May feel special, especially for their wedding anniversary. We were really happy to make it happen for them".

Views invited on proposed changes to services

THE VIEWS and experiences of services users, members of the public, NHS staff and stakeholders are being invited on proposed changes to Emergency Gynaecology and Early Pregnancy Assessment services.

Our Trust, in partnership NHS Greater Huddersfield CCG, has launched an engagement, or listening exercise on proposals to centralise Emergency Gynaecology and Early Pregnancy Assessment services, currently provided from the Cedarwood Unit, Huddersfield Royal Infirmary, with services provided from a purpose-built Gynaecology Assessment Unit at Calderdale Royal Hospital.

The engagement exercise is being overseen by NHS Greater Huddersfield CCG and runs from Monday 27 July until Wednesday 30 September 2015.

Information about the services, proposed changes and a questionnaire is available online at www.cht.nhs.uk/epau

Michael's story becomes teaching tool

THE EXPERIENCE of a Halifax man with cerebral palsy is being developed into a teaching tool for health professionals.

Our Trust has teamed up with Michael Ludlum, colleagues from the University of Huddersfield, South West Yorkshire Partnership NHS Foundation Trust and St Anne's Community Services, to produce a film called *Michael's Story*.

The film describes Michael's admission to hospital for a surgical procedure in December 2014, and his fears and frustrations when unable to communicate through his Bliss symbols communications aid.

Matron for Complex Care, Amanda McKie, said: "The film is a very powerful patient story and will help health professionals to improve their understanding of the needs and feelings of people with multiple disabilities and the use of the Mental Capacity Act and best interest in the decision-making process."

The film will be launched in September, primarily as a teaching tool for nurse training and allied health professions.



"The film is a very powerful patient story and will help health professionals..."

From left: Karadi Rangaprasad; Gerard Wainwright; Michael Ludlum; Amanda McKie; Jill Priestley and Charlie Crabtree

Families Directorate moves to Community division

THE Families Directorate, which was originally part of the CWF division, has now become part of the newly formed Community division, and joined community adult services from July 1 2015.

The services transferred are Health Visiting team, Immunisation team, Family nurse partnership team, and the Children's therapy teams which include occupational therapy, physiotherapy and speech and language therapists.

Lead Directorate Nurse/ senior clinical manager, Diane Catlow said: "We are settling in and looking forward to being part of the new division. Work is currently ongoing in respect of directorates, structures and governance frameworks."

"The day to day delivery of services will not be affected and this feels like the right move for our community services."

"However we have thoroughly enjoyed our time within CWF and made many links with colleagues whom we will continue to maintain".

Divisional Director of Families and Support Services, Martin DeBono, said: "I do believe that a Communities Division is your rightful home, and I hope that you find it fulfilling. I would however like to take the opportunity to thank each and every one of you for the hard work that you have all put over the past few years in ensuring that our children in the community remain safe and receive the care and support that they deserve."

"It has been a great pleasure to be working with you and I wish you all the best for the future in your careers and personal lives."

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Farewell and best wishes to colleagues



Janet, front kneeling in black and white top, with colleagues

Janet Plows leaves after 41 years!

THERE was a huge turnout for the retirement of Janet Plows after 41 years.

Janet began her NHS career as a Domestic Assistant, became a Domestic Supervisor, then Assistant Head of Cleaning Services. She was made Deputy Head of Cleaning & Portering Services, then took up her final role at the Trust as Head of Cleaning Services.

Her plans for retirement are to relax and enjoy being a lady of leisure.

Janet said: "I have worked with some tremendous people over the years and made

many friends, they together with my team of staff will be what I will miss the most."

Director of Planning, Performance, Estates and Facilities Lesley Hill said: "I am always impressed at how hard our teams work, to see Janet progress from Domestic Assistant to her current role is a testament of her commitment to our Trust.

"I really hope it encourages colleagues to be inspired to progress in their career."

Janet at her farewell reception



George says goodbye after 21 years

GEORGE SOBALA, below in cream jacket, Consultant Gastroenterologist leaves our Trust after 21.5 years!

He went to Medical school in Cambridge and Oxford, trained in gastroenterology as registrar and senior registrar for nine years in Yorkshire, in Leeds, Bradford and Hull.

He then came to Huddersfield in December 1993 as the only Gastroenterologist in the Trust at that stage.

His plans for retirement are to not have an initial plan. George said: "It will be a very different lifestyle and new priorities will arise that are not necessarily predictable at this stage. I expect that

I will be spending a lot more time outdoors!

"I will look back positively on how both individuals and services have grown and developed over time here. There are too many things I will miss to list them individually."

Divisional Director of Medicine, Ashwin Verma sent his thanks to George via video link, he said:

"George leaving will be a great loss for CHFT.

He is a selfless, hard working clinician, who is dedicated to his patients and colleagues. I will leave you with one of my favourite quotes 'Live long and prosper'. Goodbye and good luck."



Lorraine's leaving

LORRAINE SCHOFIELD is leaving the Trust after approximately 40 years!

She has worked in various departments within the Trust, but for the past few years she has worked in the patient flow office as a patient flow co-ordinator.

Lorraine's farewell party was held on the 6th July, and her farewell gifts were jewellery, flowers and champagne.

Her plans for retirement are to travel to the USA, and relax.

Patient Flow Co-ordinator Zahida Nazir said: "Lorraine has been my work mother for the past four years. Every problem I have had she has helped with. I will really miss her and I wish she wasn't leaving."

Good luck Lorraine!



Board level

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

INTEGRATED BOARD PERFORMANCE REPORT

The Boards received the integrated performance report to 31 May 2015 and noted the following:

- High level of elective activity
- Non-elective activity – challenge with timely discharge
- Out-patient activity slightly under plan
- A&E 4 hour wait performance was 94.8% against a 95% target

FINANCIAL POSITION

The Trust is currently delivering against the cost improvement plan for 2015/16 with £1.7m delivered in Month 1. The internal stretch target for this year however is £18m for the full year which will be incredibly challenging and it is important that all staff continue to focus on delivering the projects in this year's CIP. We are also currently developing the plans to deliver a further £14m as a minimum for 2016/17.

Summary year to date:

- The year to date deficit is £5.05m versus the planned deficit of £5.22m, no contingency reserves were released
- Elective activity is slightly behind planned levels whilst non-elective continues to be above plan in the year to date
- The main area of ongoing expenditure pressure is non-contracted pay, supporting vacancy cover and extra bed capacity
- Capital expenditure year to date is £3.08m against the planned £3.33m with slippage on both Estates and IT schemes
- Cash balance is £2.18m below plan at £13.31m. This includes £10m loan funded borrowing for capital expenditure
- CIP schemes delivered £1.70m in Month 1 against a planned target of £1.27m
- The Continuity of Service Risk Rating (CoSRR) stands at 2 against a planned level of 2. The underlying trading position is at CoSRR level 1, this is falsely inflated in the short term by the cash receipt of loan funding

Summary forecast:

- The forecast is to deliver the year-end planned position, however at present this relies on use of £0.7m contingency reserves
- The Trust must remain responsive to meet the capacity requirements between elective and non-elective activity at Divisional level in a financially efficient way
- The plans incorporate CIP delivery at £14m, however the Trust is aiming to exceed this to deliver a stretch target, against which detailed schemes are in place to the value of £17.24m. At present the forecast Income & Expenditure position includes CIP delivery to the value of £14.24m with the balance of the stretch target being held back at this early stage against potential slippage or other pressures

- The year-end cash balance is predicated on external cash support being received from September onwards
- Year-end capital expenditure is forecast to be in line with plan at £20.72m. The year-end CoSRR is forecast to be at level 1 as planned

MONITOR POSITION

The Trust continues to meet with Monitor on a monthly basis to review our performance against the actions set out as conditions of our breach of licence. Monitor remains pleased with the progress we have achieved to date. Monitor colleagues visited the Trust for two days in June to assess our financial plans for 2016/17 and beyond. Monitor had a positive impression of the Trust during their visit. The focus is on the development of the strategic turnaround for September and the cost improvement schemes for 2016/17.

DIPC REPORT

The Boards received the Infection Prevention and Control report for May 2015. There had been no cases of C.Diff or any MRSA bacteraemia cases in the period. Aseptic Non-Touch Technique (ANTT) compliance is still below the 95% target but improving. Training sessions and competency assessments at ward level are continuing.

AUDIT OF NURSING DOCUMENTATION

The EB received the audit results for May 2015 and noted that the results had deteriorated over the previous month and was a cause for concern due to the imminent CQC inspection. The Trust received an Improvement Notice at the last CQC inspection therefore this would be a particular focus for the CQC at the next inspection.

WORKFORCE RACE EQUALITY STANDARD

The BOD approved the publication of its plans to support the Workforce Race Equality Standard, the aims of which are to improve the opportunities, experiences and working environment for BME staff, and in so doing, help lead improvements in the quality of care and satisfaction for all patients.

POLICIES

- The EB ratified the following policies:
- Verification of Adult Expected Death (new policy)
 - NHS Injury Allowance Policy (new policy)
 - Standard Precautions Policy
 - Meningococcal Infection Policy
 - Central Venous Access Device (CVAD) Policy
 - Network Security Policy
 - Information Security Policy

The EB ratified the following Medicine Codes:

- Prescribing of Medicines
- Clinical Trials Involving Pharmacy Products

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

Thanks for everything *

"I had my wisdom tooth removed yesterday at the Maxillofacial unit. Since a young age, I have had a phobia of needles and the dentist (so this mix was very distressing for me). I would just like to thank the staff there for making me feel relaxed, safe and as if everything was under control. The procedure was mostly done in 20 minutes with no pain and plenty of reassurance. I was dreading the day for weeks and everything went so smoothly I will not be getting stressed as much about having the other tooth out with them in August.

"Again, please pass on my thanks."

Kind Regards

"I recently had planned surgery at Calderdale royal on Friday 10/7/15.

"I would like to share my positive experience.

"I have nothing but praise, admiration and thanks for ALL the staff I come across. They continued to be helpful when I telephoned regarding a slight problem I had. Please pass on my thanks and praise for the staff of both the admissions unit at CRH and Ward 4C

Fantastic care."

* All emailed to CHFT inbox by patients and their families

TrustNews is the staff newsletter all about you. Please let the communications team have all your success stories and good news – e-mail to lucy.mulcahy@cht.nhs.uk or 'phone 01484 355 253. The deadline for the next edition is Friday August 14.