



TrustNews



Michelle's
life-saving
efforts
rewarded:
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YOUR STAFF NEWSPAPER

APRIL 2016

Ready, head-set go...! HRI switch are stars

"They are the people who everyone knows but never sees!"

That's how Roberta Lister described the switchboard team at HRI which handles around 3000 calls every weekday and 1,000 on Saturday and on Sunday – providing a brilliant front-line services for our patients and their families.

In her Star Award nomination Roberta told how they went the extra mile to ensure there was always cover and how they support each other. She said: "They arrange for colleagues to cover before submitting leave requests. In the event of sickness I can ring one of them on their day off, even if they just worked for the last seven days, and they will come in at short notice

to support their colleagues."

She said they very often sorted inquiries themselves without the need to put calls through.

"Their collective knowledge is outstanding. They are the people who everyone knows but never sees."

In all they have more than 100 years' experience between them and make a huge contribution to "keeping the base safe", adds Roberta. "It would be great for the rest of our Trust to put a face to these exceptional people."

The team are pictured receiving their certificate from CEO Owen Williams. Allan Conn, who works nights, is also pictured inset. Their colleague Sallie Dolby was unable to attend the presentation.



CQC hails new dementia approach



Prevention of Delirium (PoD) - our pioneering trial approach to helping our patients with dementia and their families has been hailed by the Care Quality Commission – and we've seen improved patient outcomes as a result.

During their inspection in March the inspection team saw PoD in action on Wards 19 and 20 at HRI and have already told us they consider it to be best practice and, in their view, we are an exemplar site for the rest of the NHS.

Our staff on these wards (for elderly patients with complex care conditions) have been boosted by the introduction of Sixth Form student volunteers to engage, help them feed and provide extra interaction for our patients.

Current student volunteer Jess Cadman said: "I'm really enjoying it so far. All the nurses and patients have been lovely. I think nursing might be a great career for me, and I'm glad I tried volunteering. It's a great way to get some experience and also to help me

decide what I want to do with my life."

Our improved outcomes:

- We've had no serious harm falls in the past two years. Previously they had averaged at around 3-4 a year.
- In 2014 42.9% of Fractured Neck of Femur patients returned to their original place of residence compared to 37.4% in 2013.
- On average we're receiving between 0 and 1 complaints per month, compared to 3+ per month 3 years ago.



Left: Some of the team from wards 19 and 20. Above: student volunteer Jess Cadman

RCN President's visit

The President of the Royal College of Nursing, Cecilia Anim, third left, has toured our wards to see compassionate care in action.

The visit was part of day in Yorkshire looking at excellent nursing practice in the region.

Our Director of Nursing Julie Dawes

and Deputy Lindsay Rudge greeted the delegation at Trust HQ (pictured below).

● If you have an external guest or visitor you would like to invite to your part of the Trust, we have a Non-Patient Visitors Policy so please get in touch with the Communications team before making your invite.



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compassionate
care

Paula's challenge

OUR Lead colorectal / stoma care nurse Paula Pickersgill is running her first London Marathon this month.

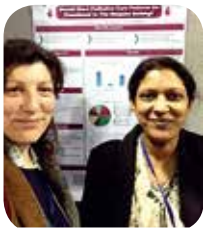


Before the run, she said: "I'm feeling a bit giddy at the moment. My body is getting used to all the training now after it was difficult at the start. I had been cutting back and went through Dry January as preparation too."

She's running for our two local hospices – Kirkwood and Overgate. She hopes to finish in less than five hours and her just giving page is www.justgiving.com/paula-pickersgill.

Consultants present in Glasgow

DR JEENA ACKROYD, and Dr Rachel Sheils, pictured, who are both consultants in Palliative Medicine, recently completed



a national survey looking at what interventions hospices in the UK provide for haematology patients.

Their project was accepted as an oral presentation at the national Palliative Care Congress held in Glasgow in March.

Ben Hughes receives his £2,000 award



OUR FY1 Ben Hughes scooped a top award for his idea of breakfast club get-togethers with other FY1s to talk work and support each other.

The Leeds School of Medicine, in collaboration with the Health Education Yorkshire and the Humber, runs an annual competition for NHS staff and teams, and GP practices who excel in teaching our student doctors.

These awards are highly competitive and an indication of providing truly outstanding learning and teaching for Leeds undergraduate medical students.

Is there a TV in your department?

WE KNOW that some wards and departments have TVs to share information with patients and visitors.

The Communications team would like to hear from you if your area has a TV. It will help us understand how we can join-up our Trust-wide communications to share important information consistently. Contact us: Email: chft@cht.nhs.uk. Or call: Jacqui Booth HRI ext 5256, Heidi Hawkins HRI ext 5253.

Colleagues attend public meetings

CHFT colleagues have been on the panels at the two public meetings this month as part of the Right Care, Time, Place consultation.

They were staged at North Bridge Leisure Centre, Halifax and at the John Smith Stadium, Huddersfield to allow the public to question directly us and our CCG colleagues as part of the process.

CHFT colleagues were also amongst the audience at both events challenging the proposals. It runs until June 21 and a decision is due later this year.

There will be two internal sessions, on Friday, April 29 at CRH (2.30-4.30pm) and Wednesday May 4 at HRI (10am-midday) both in the Learning Centres at the hospitals.



Emergency care consultant Mark Davies on his feet with CEO Owen Williams behind

Michelle's life-saving efforts rewarded

OUR healthcare assistant Michelle Simpson has been hailed a local hero for her attempts to save a little boy's life.

She was one of a series of heroes – including police officers, staff and volunteers, and members of the public – who have gone the extra mile to keep the communities of Kirklees safe. They were commended at the Kirklees District Commander's Awards.

Michelle was recognised at the awards for her efforts at a house in Dalton, after she heard the boy's mother's cries for help and took control of the situation, calling an ambulance and commencing CPR until paramedics arrived.

Sadly the child did not survive but Michelle was commended for giving him a fighting chance and giving hope to the boy's family.

She said: "I am very proud to receive the reward and I feel that the actions I took were right at the time. I feel overwhelmed to be chosen for this award."

Michelle Simpson, right, receives her award at the University of Huddersfield



Long service recognised at special ceremony

MORE colleagues have gained their long service recognition.

Chairman Andrew Haigh, pictured centre back, presented certificates to colleagues at an event at CRH. Five had completed 25 years and two had 40 years' experience.

Andrew said: "We have 205 years' service in this room which is tremendous. It really is."

Lisa Williams, back right, brought along her four year-old daughter to the event making her our youngest ever guest. The next event will be in June. The recipients were:



Fardose Anjum	Pharmacy	Richard Johnson	Anaesthetics/Critical Care
Jayne Binns	Gynaecology	Katharine Kermotschuk	ENT Outpatients
Jane (Rosemary) Dye	Cardiology	Lisa Williams	Transformation & Partnerships
Diana Firth	IM&T		



Caren's kit appeal

Currently we have to buy costly clinical consumable stock such as gloves, aprons and catheters to equip the simulation suites.

Yet Caren Reid, our clinical skills and simulation technician reckons the out-of-date cast offs in cupboards across the Trust could fill the gap and save us money whilst reducing the waste of un-used stock.

Caren is happy to take all types of clinical consumable stock from all specialties, as this can be used by any staff member needing training.

Caren can be contacted on 07733301003 or via email and she will arrange for it to be collected. She will then store it so it is available to share around all training sessions.



#hello my name is... Nathalie Jooty, Legal Services Manager

I am the Trust's Legal Services Manager. I now have primary responsibility for managing some legal affairs, clinical and non-clinical claims and inquests against CHFT. I was born and grew up in Huddersfield. My parents are both retired nurses. I have two sisters, one of whom works at CHFT.

What is your position?
Legal Services Manager

Tell us about your career background?

I trained as a Staff Nurse at HRI from 1999-2002 then worked at HRI and at a nursing home (to help fund my studies) until I qualified as a solicitor in 2009. I specialised in claimant medical negligence work in Legal 500 firms in Leeds and York and then joined a large NHS Trust before coming back to CHFT.

What are the best bits about your job?

Meeting and supporting our staff at all levels within the organisation. People are so positive and engaged in what they do. Even if I can make a

difficult situation that little bit easier for our staff in difficult situations then I've succeeded. I'm currently developing how we can improve practices if we've had a successful claim to improve patient and staff safety in the future.

What is the highlight of your career so far?
Being offered a job at CHFT. I feel like I've come full circle!!

Sum up your role in three words?
Analytical. Supportive. Legal.

What did you want to be when you were growing up?
An accountant. Seeing balance sheets and having to do tax calculations at law school convinced me I'd made the right decision not to pursue that career path.

Who is your hero/heroine and why?

My parents. (Is it greedy to have two??) They held down demanding nursing careers and brought 3 girls up to chase (and achieve) their dreams,



Nathalie Jooty

instilled a work ethic and how to be happy in life.

When you are not at work how do you relax?
With an 8 month old baby boy I don't get that much time to myself to relax and unwind these days but an aromatherapy full body massage or a nice bubble bath never fails to

put a spring in my step.

What is your favourite place?
Mauritius – tranquil, sunny, stunning beaches and with good food.

What would people be surprised to know about you?
I love baking and decorating cakes.

Procurement and Contracts team deliver savings



The LDRP team and Ward 11 have both delivered

The Procurement and Contracts team have been successful in the delivery of their £1.256 million savings target for 15/16 whilst minimising the impact this has on patient care.

The Procurement programme is one of 24 programmes implemented across the Trust to deliver CIP savings and efficiencies with the key objectives to deliver recurrent savings from non-pay spend, review and challenge current supply routes and to maximise the use of technology to improve purchase to pay processes.

System and Process Manager, Jaqui Yuen, told us: "There are three things we must consider when making a decision to commit and purchase: that the product is clinically acceptable, that it doesn't undermine patient care and that it helps us with the delivery of our CIP plan."



Ward 11

Our thanks for baby Rory

A COUPLE have made a donation to the Calderdale Birth Centre as thanks for supporting them to have baby Rory after tragically losing their first baby.

Rory was born after a four-hour labour on the Birth Centre, and throughout Grant and Rebecca Lockley were reassured and kept in good humour by the team there.

They hailed midwife Janine Lortie in particular. Janine was at Rebecca's side throughout the long labour, making sure Rory arrived safely. As it came to the end of her shift Janine was adamant he would arrive before she left.

Rebecca said: "Janine said 'we're going to get this baby out before I go off this shift at 7' – and Rory arrived at five minutes to!"

"Janine just had this great sense of humour and was so encouraging and understanding. I'd been so anxious based on my last pregnancy, but with Janine I just knew everything was going to be alright. She reassured me telling me she delivered babies every day and she'd been here before. I knew then

I'd feel better the next time too and everything was going to be ok".

Grant said: "It was like having my best friend in the room for the birth."

They also said Janine's colleague Jeanette Goddard had been key after Rory was born by explaining things and helping Rebecca start to feed Rory.

Janine and the team at the Birth Centre will be having a meeting to decide on how to spend the money raised. She said: "We're so very grateful to Grant and Rebecca for their donation. It makes a huge difference and I had a real lump in my throat when I heard what Grant said about having me there at the birth".

In all the Lockleys, from Illingworth, Halifax had £1,200 to present. Grant grew his beard throughout Rebecca's pregnancy and was then sponsored to shave it off and his golf club – Shant Golf Society – supported him throughout and also made a donation of £300.

He said: "I play with the Shant Golf Society who donate money to good causes each year. I said I wanted to raise more funds by growing a beard



and leaving it until after our baby was born and they really went to town promoting it – we ended up being able to donate another £900".

Midwife Janine Lortie with the Lockley family

A tasty week

OUR Trust has marked Nutrition and Hydration week again, with the aim to reinforce and focus energy, activity and engagement on nutrition and hydration.

Student Dietitian, Jessica Newton, pictured, is seven weeks into her 12 week placement. She said: "I think it amazing what we do. Just to see the wide range of food available and the close work between catering and others shows how importantly CHFT thinks it is."



Nervecentre up and running on all scheduled wards

NERVECENTRE is now up and running right across all scheduled wards at the Trust.

The 'go live' process involved 30 separate roll-outs, including all adult wards, two paediatric wards, angio, both CDUs and both endoscopy units. Very quickly staff were logged in and using the system to record the observations on their patients.

The team would really like to thank the staff across CHFT for their enthusiasm in embedding Nervecentre into their everyday work. Patients' observations are now being completed in a more timely way in line with Trust policy, deterioration is now more visible and can be escalated to senior clinicians via the automated alerts.

The Nervecentre system has brought a large number of quality and safety benefits to our patients and the roll-out of hand-held mobile devices has ensured clinical staff receive



Nervecentre goes live on Endoscopy, above, and on the Macmillan Unit, right

up to date information about the condition of their patients wherever they are on either hospital site.

The team are now working to ensure everything is in place to make the

system as sustainable as possible, and ensuring optimisation and best practice is of a high standard across all areas.

The next thing to come from Nervecentre will be Hospital @ Night



Task Management, there will be more about this soon so keep your eyes peeled for more details!

● Heather McClelland was hugely involved in the rollout and we wish her well in her new post at Leeds.



Sue and Ann retire after combined service of 72 years

TWO of our colleagues on ward 2 A/B have retired this week, with a combined working time for the NHS of 72 years!

Staff nurse, Sue Uttley has worked for the trust for 36 years after training as an enrolled nurse, and then working on the Gastro ward before moving to the Short Stay Unit.

Ward Clerk, Heather Parkinson, told us: "Sue was quite a character on the ward and she was always cracking jokes which helped keep people up beat – even on a hard shift".

Sister Ann Wickens has also been at the Trust for 36 years after working as a school nurse, before coming to work on ward 5ab as a sister and then eventually

being redeployed to the Short Stay Unit.

Both of them have ended their careers on ward 2 A/B, although Ann plans to return as a staff nurse part time, as Heather tells us she has a great passion for the job.

Sue, left, and Ann



Farewell to Margaret



COLLEAGUES held a retirement do for orthoptist service manager Margaret Henshaw at Acre Mills.

They presented her with vouchers and earrings and they also attended a follow-up out of hour's party for her last Friday night.

Colleague Lesley Boothroyd, said: "Margaret is an extremely popular colleague. When she started we had one orthoptist and we now have 10 – that is how much she has contributed

Margaret, front left, and colleagues

to developing the service."

Orthoptists care for people with conditions such as squints, lazy eyes, untreatable sight loss and Margaret has also worked closely with the Blind and Low vision support group.

Margaret plans to spend more time with the family and generally "have a rest".

Hard-working Saj moves on from Trust

AFTER 12 years in divisions across the Trust, Saj Azeb has moved to Leeds Teaching Hospitals Trust to progress his career but not before a "do" in the Boardroom at HRI attended by colleagues from down the years.

Medicine's Clinical Director Ashwin Verma, led the tributes saying Saj had brought stability and calmness to the division and worked "unbelievably hard."

He said: "You have been visible, people know who you are. People are here from outside the division which is indicative of how much you have contributed to the whole Trust."

Saj – renowned for once delivering a 61 page power point – talked about his progression through the Trust and recounted fond memories of colleagues from each step of the way.

He has been in medicine for nearly three years with Zoe Akesson as his PA. He said: "Zoe has supported me all the way through. She has super powers and knows what I am thinking!" Zoe later presented him with flying vouchers as a farewell pressie.

He also thanked Lindsay Rudge and



Saj Azeb and Zoe Akesson

Donna Cassidy dubbing them "the other ladies in my life" and how his wife Rahila is used to their work calls and texts.

He ended saying he hoped he

would be back in a few years but the time was right for a move.

"It has been hard work, it's been fantastic and it's been fun."

Big Brief

Here's a round-up from April's Big Brief. The next sessions will be on Thursday 5 May at 1.30pm at both sites:

- HRI Learning Centre, Discussion Room 1
- CRH Learning Centre, Medium Training Room

Areas we're doing well in:

- 6 week diagnostics recovered in February
- 100% patients requiring thrombolysis for stroke received in 1 hr
- Referral to Treatment (RTT) achieved
- Delayed Transfers of Care (DTOC) improved
- Complaints/Incidents – keep up the good work to support improvements

Areas to focus on

- Emergency readmissions have increased – which will be reviewed as part of the Patient Flow action plan
- Mortality remains a concern – and the focus of significant work
- There was 1 never event in February (a never event shouldn't happen if all procedures and good practice are followed correctly)

Financial Performance – February (Month 11)

- YTD Deficit (excl. restructuring costs) of £19.81m against a planned figure of £18.96m
 - A&E & non-elective activity above plan in month, though planned activity has fallen behind because of capacity driven cancellations
 - We continue to have a high pay spend, particularly on agency – some in breach of Monitor agency cap
- We are forecasting year-end deficit of £20.61m against a planned £20.01m (excl restructuring costs)

Cost improvement programme (CIP)

A massive thank you to colleagues for their efforts to reduce costs – everyone's hard work resulted in a total saving of £17.77m which was £3.72m more than the target. Great effort!

Feedback *

@grahamb2318:
Endoscopy this pm at Huddersfield Royal Infirmary. @NHSMillion staff were all fab. Thanks to you all

@CoddysFarm: On way home, fantastic job stitching up my hand @ Huddersfield A&E, as neat as a brisket.

@Crazy_Chorister:
@CHFTNHS @BigladtomThomas thanks for the quick turnaround at A&E on Friday. I was quite unwell so plan to rest over the weekend

*tweets 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 May 13.