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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

# TrustNews



Celebrating Success nominations are now open: see intranet for more info

YOUR STAFF NEWSPAPER

JUNE 2016

## Purav is a pleasure to work with

**DR PURAV DESAI, described as "a pleasure to work with" is this month's Star Award winner.**

His colleague Helen Harris nominated him for the way he is with families of patients at the end of their lives.

She said: "He is consistently proactive with a willingness to communicate with them and their families. He is kind but clear and his documentation is excellent. Purav is a pleasure to work with."

She also highlighted his close working relationship with colleagues in other teams to provide the best outcomes.

She added: "He involves specialist colleagues appropriately, is respectful of their input and works well with other teams and is an excellent role model to junior staff."

Her comments were echoed by Communications Manager Caroline

Wright after Dr Desai cared for her father in his last two weeks in June last year. She said: "Dr Desai went out of his way to not just put his patient first but also his patient's family. He did everything possible to assist us including ringing GPs, Kirkwood and St James's Hospital in Leeds to take the strain off us at a really traumatic and devastating time. By the end he almost felt like one of the family and we will never forget his kindness – ever."

Owen made the surprise presentation to Dr Desai on the Medical Assessment Unit at HRI. Dr Desai said: "This is amazing and I am a bit shocked. Communications is at the heart of all the work that happens for our patients and their families."

The team on the ward relies on close working with other specialist services and in-reach teams so good communication is vital for the benefit of our patients."



Dr Desai receives his certificate from Owen Williams together with nominator, Clinical Nurse Specialist Helen Harris

## Theatres team scoops 'Friend of the Year' award



OUR theatres team at HRI paid tribute to colleague Obe Morake after clinching one of the top trophies of the night at the Examiner's Pride of Huddersfield awards.

They collected the 'Friend of the Year' honour, in recognition of the huge support and trustwide fund-raising drive for Obe who passed away from pancreatic cancer in January aged just 35.

His theatres colleague, Martyn Gothard, said: "I ended my thankful

with Obe's favourite saying: 'Happy Days'. He always used to say that when a day was going bad and it turned out well. We were proud to be there to accept it for everyone across the Trust who supported us!"

Obe was diagnosed last summer and his friends in theatres went all out to make his final months extra special.

They took him to see his beloved Arsenal, sang Christmas carols outside his home in Holmfirth when he was too

**Our team at the Pride of Huddersfield Awards**

poorly to leave the house, and raised money for air fares so his family could come to the UK from his homeland of South Africa and so Obe's body could be returned there for his funeral.

Obe, described as "a true gentleman" and "an inspiration to many people" sadly died on January 11, and is very much missed.

## Consultation closes



AFTER a three-day extension, the public consultation into proposed changes – Right Care, Right Time, Right Place – about hospital and community care closed on Friday, June 25 at 5pm. All responses will now be analysed by independent assessors and then the CCGs will work the Joint Overview and Scrutiny Committees (OSCs) to decide on the next steps.

**As part of the this the OSCs have set up two new drop-ins on Thursday, July 7 (4-7pm) Huddersfield Town Hall and Tuesday, July 12, (4-5pm) Halifax Town Hall.**

Throughout the 14-week consultation a range of information sessions were held at CHFT and across our communities and CHFT colleagues attended alongside CCG colleagues to explain the reasons behind the proposals.

Pictured are our CEO Owen Williams, our clinical head of emergency care Dr Mark Davies and associate director of nursing Jo Middleton at the second public meeting. Jo Middleton said she backed the proposals

because she believed people waiting for planned care deserved their care as much as patients waiting for emergency care – and received a round of applause for her words.

She told how it was her role to call patients – who, with their families, had prepared for a date for surgery – only to tell them their operations are off as patients with emergency conditions need their beds.

Mark Davies said what is crucial for emergency patients is that their care starts when an ambulance picks them up and is not delayed until arrival at the emergency centre.

Head of Operations at Yorkshire Ambulance Service Andy Simpson, said ambulance crews were used to getting through traffic in rush hours in Bradford city centre and on the Leeds ring road, and driving on the Elland bypass at Salterhebble with a blue light is no different.

Owen stated the national picture saying the said the NHS nationally was in a financial position it had never been in before.

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compassionate  
care





## Spring Cottage garden revamp



STAFF from Spring Cottage, based on site at HRI, have given the garden areas a revamp.

Some of the activities in the garden encourage children to develop in areas such as maths and science, alongside their imagination and the physical world around them.

Staff took to Facebook to share pictures of the great work they had achieved, and the post has been seen by a whopping 62,397 users!

## THIS raises £462 for babies



THIS presenting the cheque

THE HEALTH Informatics Service (THIS) have raised £462 for the care of babies at CRH.

They have held dress-down days on the last Friday of every month paying £1 each throughout the year to join in. In January their efforts – £90 – went to the Calderdale Flood Funds soon after the Boxing Day floods.

They started fund-raising campaigns in 2014 to mark the 10th anniversary of THIS and in the first year they raised funds for our local hospices Kirkwood and Overgate. Next year it will be another special fund at the Trust.

## Sonny's donation to Children's Ward



Sonny with his fab donation

SONNY is four years old and he came to Calderdale Royal Hospital with his mum Sheryl, who works here, and dad Daniel and was diagnosed with type 1 diabetes.

Recently, Huddersfield Examiner put an advert out to find a local hero to open a new B&M store in Elland, and Sonny was chosen as the winner. He cut the ribbon and received £250 worth of B&M vouchers.

Following his time on the Ward and the experience that he had he decided to split the money and use £125 to spend on toys and prizes to donate to the Ward's Bravery Award Scheme, where every time children have to endure an unpleasant procedure they get a star on their reward card and every 5 stars they receive they get a prize.

- **Don't forget that we welcome breastfeeding mum's across our Trust. You can help them by providing private facilities if they ask.**

# What our patients think of us

BETTER at patient privacy on the wards and in A&E and better at hand hygiene! The results of the annual Inpatient Survey 2015 are out.

In most areas scored CHFT stayed the same but we are pleased to report improvements in the two key areas above scoring in the high 9s out of 10.

Each year all acute and specialist NHS Trusts participate in a survey of adult inpatients.

This year the survey was sent to 1220 patients discharged from a CRH or HRI inpatient ward in July 2015, of these 552 responded, giving a response rate of 45%

Patients were asked about their experience of:

- Were hand-wash gels available for patients and visitors to use? Scoring 9.8
- Were you given enough privacy

when being examined or treated on the ward? Scoring 9.7

• The Trust was also noted to have made a statistically significant increase since last year in the scores for 2 of the questions:

- Were you given enough privacy when being examined or treated in the A&E department? Scoring 9.1
- How clean were the toilets and bathrooms that you used in hospital? Scoring 9.0

The results will be further analysed by the Trust's Health Informatics team, including a review of any comments supplied by patients. This will be reviewed by the Patient Experience and Caring Group who will be responsible for identifying any improvement work required.



# Teaching teenagers to be body-aware

**COLLEAGUES have been out giving talks at schools this month, passing on important information to pupils and parents.**

Our health visitor, Lisa Delaney, has been out promoting Vitamin D supplementation to children and their parents at Beech Hill School in Halifax.

The aim of it is to help children settle into their school environment in the term before they are due to start – this includes attending with parents so the children can get an idea of what is to give whilst having the opportunity to start building relationships with the school.

And in a brand new development for CHFT, our colleagues been to a secondary school in Halifax to talk to teenagers about the importance of checking their bodies.

The "Checkmads" spoke to the boys about testicular cancers, and a representative from the Teenage Cancer Trust spoke to the girls about signs and symptoms and how lifestyle choices can cause cancer.

The pupils were between 14-15 year olds, and CHFT went in at the invitation of the school and the day was supported by CHFT's Urology CNS's Miriam Slade and Shawna Doyle.



Above: our team at Park Lane. Right: Lisa in the classroom

# Royal cake celebration on the wards



A posh afternoon tea and a celebration menu were on offer to patients at HRI as part of the Queen's 90th Birthday. And catering colleagues also visited each ward at CRH to offer a cake to patients. HRI assistant catering manager Adrian Brown said: "We always like to provide something special for the patients who are with us on these special days – and the Queen's 90th birthday is very special."



## #hello my name is... Ian Kilroy, Security and Emergency Preparedness Manager

"I was born and bred in Manchester and subjected to the school of inner city life... Now living very happily, on the other side of the Pennines in Burnley, Lancashire with my wife and three teenage children and importantly the family Border Terrier dog 'Princess Maggie'..."

### What is your position?

Trust Security and Emergency Preparedness Manager. Two main themes to the role; I am responsible for providing advice and technical guidance, developing and implementing risk based strategies to manage security risk activities within the corporate security portfolio for the organisation.

This means topics like lone working, violence and aggression, asset protection, Police liaison and physical security of Trust premises and people. Separately, but connected in some ways, emergency preparedness looks at Trust wide incident response planning, critical incident management support, emergency plans and business continuity processes to support core activity.



This means major incident planning, exercising/testing and training staff to respond to reasonably foreseeable incidents and liaising with other partner agencies to provide system resilience.

### Tell us about your career background

Joined the Royal Air Force in 1995 as a Military Police Officer and lived it for 12 years. I have carried out a variety of managerial roles inclusive of general policing, NVQ Assessor and Instructor, intelligence gathering and

spending the last few years in the Special Investigations Branch (SIB).

Travelled, with work, to Iraq, Kosovo, Germany, Cyprus, Falkland Islands and all over mainland UK. Joined the NHS in 2007 and have held strategic roles within Security/Risk/Resilience within Primary Care, Acute and latterly mental health secure services with the full range of activities including violence reduction strategies, asset and staff protection programmes, counter terrorism initiatives, emergency incident management and response, amongst others.

In the last few years, developing and diversifying my emergency planning management and business contingency portfolio across the forensic secure service estate in the North West.

### What are the best bits about your job?

Meeting people, helping people and working with really interesting people. I am a people person. Additionally, nobody ever knows everything, so every day is a new day with differences to it....

### What is the highlight of your career so far?

Two really. I was the youngest, in terms of time served and age, officer on my SIB course which I was really proud of and worked really hard to achieve. Secondly I developed the Early Action programme at a previous acute trust I worked with. This entailed working with policing partners to integrate police officers, within a large acute multi-site, working alongside clinical teams within Emergency Departments and Security Teams. It had a measurable impact on frequent flyers, partnership liaison and violence and aggression in specific parts of the Hospital.

This was nationally recognised as an innovative approach and won a national Hospital Security award in 2015.

### Sum up your role in three words?

Busy, diverse, interesting.

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

I wanted to be in the military, a

Police Officer and a footballer. Got to do two of them...

### Who is your hero/heroine and why?

Growing up (if you ever stop, that is...) there were two really – Flash Gordon and Snoopy, right. One being bold and brash the other reserved and measured... You figure the psychoanalysis...



### When you are not at work how do you relax?

Like to spend time with the family, walk the dog, read books, go on holidays and have done martial arts for the last 25 years, so keeps me active...

### What is your favourite place?

Home.... But travelling wise, only been once, but loved Rome, Italy.

### What would people be surprised to know about you?

Had football trials for Rochdale when I was 11 years old.

# Heart failure clinic gives best chance of survival

## WE have a new clinic for patients with suspected heart failure to give them the best chance of survival.

Our service is a dedicated one stop Heart Failure Clinic where patients with new suspected heart failure will have prompt access to Heart Failure Specialist team where appropriate investigations will be carried out and a comprehensive management plan will be put in place.

This service will be in line with recent guidelines and trial data which not only clearly demonstrates improvement and reduction of mortality, but has also shows that this kind of a service is instrumental in reducing the length of stay and readmission rates. Improvement of patient experience is another positive outcome of such services.

Dr Khalid Rashid, said: "We in the team are quite excited and thrilled at the prospects of this new development which would be a welcome addition to an already comprehensive and excellent local cardiology service."



From left: Michelle Foster, Dr Khalid Rashid, Rachael Wild, Wendy Veevers and Katie Sedman

## Car parking charges

WE review our car parking charges annually, benchmarking ourselves against other local trusts. This year we have decided to set our charges based on salary scales.

### CAR PARKING PERMIT CHARGES FROM JULY 2016:

Staff Salary Scale	Cost of Permit *
£15,251 - £17,978	£20.00
£17,979 - £19,655	£22.00
£19,656 - £28,462	£24.00
£28,463 - £41,373	£26.00
£41,374 AND ABOVE	£28.00
Priority Parking	£32.00

\* Colleagues who are contracted to work 19 hours or less will pay 50% of this charge

### What do I need to do to opt-in or out of the permit scheme?

Please contact [car.parking@cht.nhs.uk](mailto:car.parking@cht.nhs.uk)

If you are already registered and have a permit you don't need to do anything, changes will be applied automatically.

These changes have been discussed at length with our Membership Council and Staff Management Partnership Forum and we believe this is a fairer approach to setting charges.

The Trust Board never takes the decision to increase car parking charges lightly. Additionally most other local trusts also adopt this approach and our charges are comparable.



Ruth Mason and Cassandra Topp

## BSL – changes to interpreter service

FROM 1 June we have been working with a specialist provider of British Sign Language (BSL) called Topp Language Solutions. This is in addition to Pearl Linguistics who we continue to use for written and spoken languages such as Urdu, Polish, Arabic etc.

Please use TLS for new bookings. You can pre-register to use their service now – please see the intranet for information, including a guide to booking.

## CRH celebrates 15 years with special reunion



IN APRIL 2016, CRH had been open and operating for 15 years.

Colleagues who were part of the Trust in April 2001 from the Estates & Facilities Team at CRH, Engie and ISS Mediclean who moved into the new Calderdale Royal Hospital came together to mark the occasion.

The staff all have many years of service within the hospital. However (and unfortunately not on the photo) the longest serving member is Linda Mann, who in June will have 43 years of service. Linda is currently a retail catering assistant and previously worked in the catering department at Halifax General Hospital.

Estates & facilities business manager, Jayne Taylor, said: "It was great to get everyone together and see everyone again, to acknowledge their contribution over the years."



# We say farewell to Patricia, Helen and Julio

## Patricia Guilfoyle's surprise retirement

SISTER Patricia 'Patsi' Guilfoyle was called back to ICU at HRI for a meeting which had been "brought forward" ... and rushed straight into her surprise farewell.

Patsi, is leaving after nursing career of 30 years including early stints in Coventry and in London before coming to Yorkshire because she loves the place.

Colleagues past and present attended a buffet and presentation in the seminar room where she was given flowers and a gift card.

Sister Denise Cunningham, said Patsi had been at the core of a small team with a wealth of knowledge and experience. "She has been such a lynchpin of the team! When she arrived it was a state of flux and has gone from strength to strength and growing all the time."

Patsi has been in our critical care outreach team for 10 years and has also worked on NICE guidelines for caring for the acutely ill. In retirement she plans



Patricia, centre, amongst colleagues

to take up cycling and get fitter and get more involved in her community in Hebden Bridge which is still battling back after the Boxing Day floods.

She plans to return for some work

on the Bank. As her team is well-known across many wards, she said she would miss all the colleagues and friends in all areas. "Everyone knows you. It's a lovely feeling."



## Farewell Helen

CONSULTANT dermatologist, Dr Helen Galvin, has retired following 31 years with the Trust.

Helen started as a clinical assistant, becoming an Associate Specialist and finally taking up a consultant post in 2002 and has been involved in many of the changes and challenges that have been faced by the department over this time.

She is now looking forward to

her retirement and spending more time walking, going to the theatre and meeting friends for lunch.

Over the last six years Helen has been learning Italian and now plans to enrol on a course at Leeds Metropolitan University to further her language skills.

She now hopes to spend a lot more time in her beloved Italy, and her colleagues wish her well for the future.

## Initiative bearing fruit

WE'VE got some berry good news for everyone. Our HRI fruit and veg man has proved so popular he's coming in three days a week to HRI. And we're starting a market stall at CRH too.

Colleagues, patients and visitors are now regular shoppers at the stall. One man, who was a patient, comes back from Dalton (two buses) to buy his produce at HRI. It is also rumoured that local residents are popping to stock up too.

Estates' Alison Wilson said: "The stall has had tremendous feedback. People are telling us it



Tony with Tracy Woods, left, and Jean Todkill

is a brilliant quality and fresh and good value and well-presented.

## Goodbye from Julio Nunez

ANAESTHETIST Julio Nunez, third left, is off to be a "happy pensioner" after 18 years at the Trust and 30 in the NHS. His colleagues joined him in theatres at HRI to give him a send-off.

He said: "It is then with a mixture of sadness and happiness that I leave CHFT. Sadness because I'll miss the people of the Trust, my colleagues of long years of hard ( but happy ) work and all the staff in theatres, ITU, DSU, Surgical wards and everybody else I came across along all these years. It's been fantastic."

"They all are a lovely bunch of people, dedicated to their work, giving 120 % to the NHS."

He reckons he may be the only Colombian ever to work at the



Trust and adds: "I've enjoyed being here, it's been 'the happily ever after' time of our lives."

He has totally enjoyed living and working in Huddersfield. His family live

in Holmfirth where they have many friends and his children went to local schools and gone on to university. He says he is looking forward to new happiness in retirement.

## Big Brief

### Here's a round-up from June's Big Brief:

A busy month: some significant progress on performance whilst some areas still require improvement

**Safe:** Inpatient falls with serious harm peaked at six in the month. The overall percentage of harm free care improved to more than 94%

**Effective:** # Neck of Femur time to theatre is still not being sustained at the standard level however the remaining elements of performance against guidance was excellent

**Caring:** Just 30% complaints closed within timeframe though overall satisfaction using the Friends & Family test improved to 97%

**Responsive:** We are still struggling to deliver the Emergency Care Standard of 95% within 4hrs, although performance did improve on previous month. In contrast we continue to deliver our Referral to Treatment standards across all specialties

**Workforce:** Vacancies increased in month reflecting some significant new investments this year that have still to be fully recruited

**CQUIN (Commissioning for Quality and Innovation):** On plan to hit 3 out of 4 Q1 targets

### Financial update

- YTD Deficit of £3.16m against a planned figure of £2.86m – this £300k will need recovering
- Elective inpatient activity below target – all other activity achieved target
- Agency spend remains very high at more than £2m – each division tasked with reducing spend
- Forecasting year-end deficit of £16.10m
- It's important we do not have a higher deficit
- Why? Because the receipt of £11m funding from the Department of Health relies upon us achieving our planned deficit.

### Cost Improvement Programme (CIP)

- Month 1: Delivered £0.59m against target of £0.64m
- Forecast: Forecasting £14.00m at year end though there is a significant risk around delivery

### July's Big Brief

The next session will be on Thursday 7 July at 1.30pm at both sites :

HRI Learning Centre, Discussion Room 1

CRH Learning Centre, Large Training Room

## Feedback \*

I would like to express my gratitude to the Induction Ward team, midwives, anaesthetist and the surgeons at Calderdale Royal Hospital for providing excellent treatment and superb care during my recent stay there. I was admitted on 22 February to be induced but failed to go into labour, so ended up undergoing a Caesarean section and gave birth to a baby boy on 24 February. I really cannot thank enough everyone involved; staff members were extremely professional, efficient and friendly. The entire team is a real credit to NHS and deserve appreciation.

My 8 year old daughter attended A&E on 11 May with a broken arm. I would be grateful if you can pass on my thanks to the team – she had been seen by a nurse, had an X-ray and a cast put on her arm within a couple of hours. All the staff were very kind to her, in particular the nurse practitioner and the gentleman who put on her cast.

I have nothing but praise for CRH. I have just spent the day in gynaecology. I was treated with kindness, understanding and clarity of explanation from every single member of staff I came into contact with. Thankfully they were able to tell me they could not find any trace of the cancer I was fearing. I came home a very relieved lady. This procedure came only 10 days after seeing my GP. The NHS at its very best. Thank You all.

\*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 July 15.