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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

TrustNews

YOUR STAFF NEWSPAPER

FEBRUARY 2016

'Wonderwoman in Wellies' wins award

WITH three separate nominations after her flood heroics at Allan House annex, administrator Linda Mitchell was the clear winner of our latest Star Award.

She jumped off her sofa at home on Boxing Day, pulled on her red wellies and recruited an army of volunteers (including the council's road-sweepers) after the building and car park was swamped by the water which raged through Sowerby Bridge.

Thanks to her efforts – and those of her colleagues – our services resumed for our patients on December

28 against amazing odds.

Linda said: "Someone sent me a photo of the floods and that changed everything. Up til then I'd been watching TV. I just had to get down there. Inside the view was heart-breaking with all our Christmas decorations bobbing about in the water. I wanted it to be right for our patients and our team and that's what we achieved."

We hope the building is repaired and open again soon.

Linda Mitchell, centre, with team and Owen, back right



Poster power – thanks to all our stars
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CQC: embrace their visit

Chief Executive Owen Williams writes:

Dear Colleagues

"Welcome to the last Trust News before we welcome the CQC onto our patch. (March 8). I had the opportunity, recently, to meet with Amanda and Sarah from the CQC who will be supporting the Chair of the CQC inspection team who goes by the name of Helen Armistead. I reference this because all too often we are caught up in the language of 'inspection' or 'inspectors' and forget that at the end of the day we will be sharing our experiences with a group of people who are just as passionate about

putting the patient first as we are.

"To be sure the CQC process does bring with it extra pressures on top of our daily schedules but long after the CQC have produced their final report and departed, the desire for us to constantly improve what we do, day to day, on behalf of local people, will remain.

"I am conscious that preparation for the CQC can leave feelings of doubt which can lead us to conclude that we won't "pass the test" or that we "won't come up to scratch". Without being complacent, my advice to you is that as far as possible just be yourselves and give them as much information as you can. When they come to your areas, share with them

the aspects of patient care that you are most proud about and where you have areas of concern, be open and if you can, highlight to them what you, your team and service are doing to make improvements.

"As I have already indicated, many of the colleagues who form part of the CQC team will be people just like you who work day to day in another Trust or healthcare provider. They aren't inspectors because they want to see us or the broader NHS fail. They are inspectors because they want the NHS to be as good as it possibly can be. They are coming into our midst because they want to see us delivering compassionate care and they want to hear us talking about how we deliver

compassionate care in our own words.

"We've already sent them a huge amount of information about CHFT, now they're here to meet us - the people behind those statistics.

"Once they arrive you'll be struck by how chatty and informal they are. It's not an interrogation. They'll be asking questions but that's their way of finding out from us all just how CHFT works together for our patients and their families.

"Finally (and you might feel this is easier said than done) once they're here, relax and embrace them. They're not the enemy. Engage with them and welcome them into your areas and talk with pride about your roles.

"Two communities of 450,000

people in Greater Huddersfield and Calderdale rely on us all to keep them well and that is something we can all be proud of – let's enjoy it"

*Thanks again,
Owen*

The CQC want to be as accessible as possible to staff. As part of this years inspection, they will be at CRH on Monday Feb 29 11-2pm in the main entrance, and at HRI on Tuesday March 1 11-2pm in the main entrance. Feel free to drop by and share your experiences with them.

Our fab maternity team, who have tripled the take-up of vaccinations



Safer mums and babies as our flu vaccinations treble

LEAD midwife public health, Kate Large, who has taken the lead on the maternity flu campaign, has been working towards increasing the number of pregnant women being vaccinated against seasonal flu... with huge success.

Our acute antenatal clinics/ antenatal day unit at CRH and HRI

have been offering vaccinations to pregnant women attending hospital appointments and they've tripled the takeup in a single year.

Figures published by PH England show:

- **England 38.3%**
- **West Yorkshire 38%**
- **Calderdale CCG 46.4%**

- **Greater Huddersfield 44%**
- The vaccine is accessible until the end of March 2016.

Kate said: "I am very proud of all my colleagues for their positive attitude to the campaign and commitment to providing compassionate care to women."

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compassionate
care

Have your say

THE JOINT boards of Calderdale CCG and Greater Huddersfield CCG voted in favour to go out to consultation on the Right Care, Right Time, Right Place plans to reconfigure the care delivered at CHFT onto two sites – planned at a new purpose-built HRI and unplanned with critical and intensive care at CRH.

It's a massive step (the last was 10 years ago) designed to protect services, make the best use of our resources and continue to provide high standards of care for our patients and their families over the next 30 years locally.

Attendance team



THE TRUST has established a dedicated Attendance Management Team to ensure that all colleagues are able to make the most effective contribution to improving Trust services. The new team is now fully resourced and members are currently working with Line Managers and the Occupational Health Department to ensure colleagues receive the appropriate support when they are unable to report for work due to sickness absence.

Children's diabetes

THE CHILDREN'S Diabetes Team hosted an event which turned out to be a great success, and the team managed to raise £700. The money will go towards funding an activity weekend away for the Children with Type 1 Diabetes.



The Mayor and Mayoress of Kirkless, Councillor Paul Kane and the Mayoress Susan Bedford, attended the event. Cllr Kane, said: "I now have a better understanding of how Type 1 diabetes affects the children, and also their families."

Pictured above: Mayor of Huddersfield Cllr Paul Kane with Jake Berry who will attend the activity weekend

First birthday

OUR perinatal pioneering support group this week reached a milestone first birthday. The group was set up a year ago to support women through the emotional ups and downs of pregnancy. Women are more likely to experience complications with their mental health during pregnancy and after birth than to develop any physical problem.

With this in mind, our Trust appointed a perinatal mental health midwife, Bev Waterhouse who set up a support group to bring together women experiencing symptoms of anxiety and depression, and the aim of the group is to reassure and support women.

Patient leaflets

WE HAVE a new section on the intranet to store our patient information leaflets.

All patient information will be stored there for easy access. If you have paper leaflets displayed in your department, please check they are the most current leaflets.

You can find the leaflet number and review date on the back of the leaflet. Remember if you are providing patient information leaflets, you are responsible for ensuring it is correct and up-to date information.



Fancy dress farewell

THERE was a strict comedy dress code for Jackie Swire's oncology unit colleagues at her out-of-work leaving do.

Ten of them donned pink frothy wigs to mimic our Jackie's fab set of outrageous natural curls and wore her favourite colour - black.

Around 38 colleagues past and present attended the bash including Angela Walton, Elaine Scott, Lisa Shaw and Barbara Cross who have all left the Trust. It was held at Jackie's local – 1855 at Stainland.

She formally retired in January and had a do on the unit where they presented her with a Mulberry designer handbag which left her speechless!

Jackie, pictured above back third right



with here mini-mes, said: "Ten of them came as me! It was a lovely night to see everyone and I will miss working with them all. I know I have friends forever!"

Owen leads our first BME forum



First BME: Owen, left with colleagues at the forum

FAIRNESS for all. Off to a great start as Owen leads our first BME forum

Our first focus group for black and minority ethnic (BME) colleagues to talk about working at CHFT were invited by our CEO Owen Williams to provide feedback from the frontline. There were discussions around recruitment, career progression and discrimination/bullying both from patients and from colleagues at work.

Held at Acre Mills, it was the first of a number of focus groups where BME colleagues were invited by the Owen to come and share their experiences as part of the Workforce Race Equality Standard (WRES). After the final focus

group has been held, the feedback received from all the focus groups will be reviewed and prioritised and an action plan developed. There are a number of dates with places still available and the next one is on Tuesday Feb 9 2016 so please contact Tracy Rushworth on 01484 355039 or email tracy.rushworth@cht.nhs.uk to book your place.

Assistant Director of Human Resources, Azizen Khan, is the Trust's lead for equality and diversity relating to employment and is supporting Owen with the focus groups. She said: "This is only the start and we want to take a new approach and try something different to make things better for all colleagues."

Poster power



Meet the Team: Improving Cancer Care



THE CALDERDALE Community Specialist Palliative Care Service consists of a team of specialists supporting patients and carers at home.

Adults who have complex, life-limiting illnesses such as cancer, heart and lung disease, and neurological conditions are given a holistic assessment to ascertain their needs.

Team members are Dr Jeena Ackroyd, Macmillan Consultant in Specialist Palliative Medicine, Dr Rachel Sheils, Consultant in Palliative Medicine / Medical Director Overgate Hospice, Macmillan Palliative Care Nurse Specialists Abbie Thompson (Team Leader), Helen Farrell, Sylvia North, and Louise Pedley, Palliative Care Support Nurse Rachel Lodge, and Medical/Team Secretary Geraldine Peters. There is also a GP Registrar placement attached to the team.

The specialist nurses within the team are employed by CHFT but are based at Overgate Hospice. This reinforces collaborative working with other end of life care teams across primary care.

Here they are: CHT's poster crew. When we wanted to promote Compassionate Care supported by the Four Pillars we knew the best way to get the message across. You!. Many thanks to everyone.



#hello my name is... Don Mackenzie

"I have always been interested in Energy and Sustainability issues both professionally and personally, something my mother claims some credit for as an early adopter recycler in the 1970s. After studying physics at university and teacher training, I moved to Halifax in 1990, continuing to live and work in the area since then. I am married and we have two pre-teen boys who are the focus of much of our leisure time.

"I enjoy outdoor pursuits, mainly cycling and walking and I try to keep fit by cycling up the hill through Elland to Huddersfield most days (although the staff shuttle bus is a great temptation). The accessibility of outstanding countryside on our doorstep, but also interesting and varied towns, cities and villages makes this an area of the country it would be very difficult to leave."

What is your position?

Energy, Sustainability and Waste Manager.

Tell us about your career background?

I was a physics teacher for 12 years before switching careers into Asset Management and Development with Kirklees Council. After working in Project Management on building programmes for six years, I moved into a more technical role as an Energy Officer. I worked in a team managing



the Council's building energy use and utility costs over the past three years, before moving up the road to start working for the Trust in January based at HRI.

What are the best bits about your job?

Meeting staff in the hospitals and community that have a commitment to waste management and appreciate the joined up approach the NHS is taking to sustainable development.

What is the highlight of your career so far?

Developing a sustainable, rural nursery and children's centre at Grange Moor as a project manager for Kirklees Council.

Sum up your role in three words?

Reduce, Reuse, Recycle.

What did you want to be when you were growing up?
It was a long time ago, probably getting John Noakes' job (a Blue Peter presenter (pictured below) for anyone under 40).

Who is your hero/heroine and why?

Nelson Mandela, a bit of a cliché but my greatest hero for obvious reasons.

When you are not at work how do you relax?
Tinkering with my bikes, being outdoors.

What is your favourite place?
Places with sea and mountains, probably North West of Scotland minus the midgies.

What would people be surprised to know about you?

I have been known to watch Top Gear, my boys are big fans.



HRI transformation

OUR DOCTORS, nurses and therapists can now have their multi-disciplinary team (MDTs) meetings about cancer patients' care with colleagues across Yorkshire – without even leaving the Trust.

We have teamed up with Yorkshire Cancer Network (YCN) colleagues to improve the way the MDTs work for the benefit of our patients.

The former lecture theatre at HRI has been converted into a hi-tech suite which enables top quality video – sound and vision – conferencing facilities. It seats 65 colleagues and been 18 months in the planning and nine months from the decision to go-ahead.

Bradford, Leeds and York hospitals also in the YCN also have new facilities. They are packed with state-of-the-art Cisco kit and can cover conferences across the UK and even have the capability to go global. The suite has three 80" screens and



Our new MDT suite up and running

two 55" screens. The project was a combined effort between THIS, estates and the oncology team.

Richard Hill, said: "It will make such a difference. It means our clinicians do

not have spend so much of their time on the M62 when they could be seeing patients. The technology is amazing and places this Trust at the forefront of excellent IT supporting excellent care."

Patient safety – training days on offer at the Trust

Patient safety is integral to the high quality care we all strive to deliver yet unfortunately care does not always happen according to plan.

Identifying, and learning, from such events is important to improve patient care and that is why we have set up a series of targeted training days to minimise errors and to learn from those that do happen.

Six training days about incident investigations, contributory factors and root cause analysis ran in 2015 with good feedback. The next training days will be: Wednesday 13th April (HRI), Friday 13th May (CRH) & Monday 13th June 2016 (CRH). More dates are available on the Intranet.

Consultant anaesthetist, Dr Pnt Laloë, was a patient safety fellow and says: "Better incident reporting, effective investigations and focused action plans has enormous potential for improving patient care and colleagues' job satisfaction."

If you wish to attend an Effective Investigations training day, including learning about human error, contributory factors, cognitive interview techniques and report writing, email: Jane Greenwood (Service Performance): jane.greenwood1@cht.nhs.uk



The team at their training session

CHFT-Weekly
Staff eNewsletter

Catch up
on our latest
Trust News

Catch CHFT Weekly every Thursday – direct to your inbox or on the intranet



Farewell to Lynne, front centre, one of four generations at CHFT

Four generations at CHFT – it's goodbye Lynne

AFTER 30 years working for CHFT, Lynne Branford is hanging up her uniform... but the family connection dating back 42 years goes on.. and on.. and on!

Lynne followed in the footsteps of her mother and her daughters and granddaughters are also NHS girls making an incredible four generations with us.

Lynne's mother, Norma Hainsworth, was enrolled as a nurse for 21 years over at Halifax on the Appleyard and Kitchenman wards, until she retired and now lives in Filey with Lynne's Dad. She started work in 1974.

In 1977, Lynne started at the Trust

as a pre-nursing student and then went on to work as a nursing auxiliary before fully qualifying as a nurse, which included six years in Orthopaedic OPD and some years in the community.

The generations at CHFT continue. Lynne's daughter Becky is a paediatric nurse on ward 3 and Zoe who works in microbiology. Her granddaughter Aisha, 17, who has applied for an apprenticeship as a health care assistant and 16 year old Amber who begins sixth form soon to study towards a nursing degree.

Colleagues said they would miss her cheerfulness, hard work and 'getting on with it'.

Carol out on a high note



WARD 3 rolled out a lovely send-off for their long-standing ward clerk Carol Scaramuzza.

Carol has been at the Trust for 36 years and an amazing 24 years of them on Ward 3.

She said: "I'll so miss all my colleagues. It's hard to think I've been here since this ward opened its doors for the first time."

She's heading off for an exotic

holiday planned by her husband Steven.

She said: "For retirement I plan to keep up with my bowling and I am so looking forward to a trip to Barbados that my husband Steven planned as a treat."

She will also be spending time with her children and three-year-old granddaughter Ava.

She said: "I love my Motown music, I'm a motown girl!"

Douglas sets sail for retirement



AFTER 30 years and four months our ENT consultant surgeon Douglas Boyd retired.

Colleagues held a party to mark the event on the unit at CRH. His colleague Graham Smelt, said: "Douglas has been a delightful and supportive

colleague. He has preserved ENT through times of great changes. He is also so good with our nursing teams and with our patients. In outpatients he sees so many patients."

Mr Boyd, lives in Skircoat Green with his wife Ann who he met at

Glasgow University and they have three children. He came to Calderdale Royal Infirmary in 1985 after being a senior registrar in Leeds. He is originally from Oban in Scotland and will continue to enjoy his hobby of sailing around the Western Isles.

Board level

The following is an account of the Executive Board and Board of Directors' key discussions held during January 2016.

Responsiveness

- A huge thank you to staff across the Trust for your efforts in delivering the 4 hour Emergency Care Standard in December and for Q3. We were the only Trust in West Yorkshire to do so.

Caring

- Complaints response times remain a challenge with focused activity in January to close high volumes

- Patient Friends & Family Test - would recommend care reduced in Community and ED

Effectiveness

- Hand hygiene compliance has improved in December
- Mortality remains a concern and is the focus of significant work

- # NoF performance in relation to Theatre within 36hours has improved again and reached the 85% target

Safety

- There remains a high proportion of Serious Incident reports out of time
- Duty of Candour is 100% across both metrics

- The predicted improvement has not been achieved for 'falls with harm'

Well led

- Sickness has increased in 5 of the 7 service areas reported and 5 out of 8 staff categories with overall % sickness at its highest point in current service year.

JUNIOR DOCTORS' INDUSTRIAL ACTION

The Executive Board wish to thank all colleagues for their support during this time which helped to minimise risks on service delivery.

CQC INSPECTION

There is much activity across the Trust in preparation for the CQC Inspection during the period 8-15 March 2016. The Executive Board

wish to thank all colleagues engaged in supporting the preparation plans and ensuring appropriate documentation was submitted to the CQC Team early in the month.

FINANCIAL POSITION

Month 9 position – the year to date deficit (excluding restructuring costs) is £16.42m against an original plan of £15.34m. Whilst this is an adverse variance it does represent an improvement on the trajectory submitted to Monitor as a reforecast plan in November.

"RIGHT CARE, RIGHT TIME, RIGHT PLACE" – STRATEGIC REVIEW

Our two Clinical Commissioning Groups (CCGs) in Calderdale and Greater Huddersfield have decided to go out to formal consultation following consideration of their pre-consultation business case described as Right Care, Right Time, Right Place.

NATIONAL 'FLU CAMPAIGN

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

POLICIES/MEDICAL CODES

- Locked Door Policy (new policy)
- Eliminating Mixed Sex Accommodation Policy (amended)
- Raising Concerns
- Medicine Code 36 – Consent to Treatment

FEEDBACK

We have contacted a range of colleagues who regularly receive this summary and it appears that the information contained in Big Brief is a more helpful format for this information. If you have an alternative view please send these to communications@cht.nhs.uk

Feedback *



@mikeromags: Resting after knee op. Huge thanks 2 Calderdale Royal @CHFTNHS esp the day procedure unit, orthopaedic team and anaesthetists! You're all G8!

Could I just say what an outstanding and superb A&E Department you have and thank you for all that was done for my mum yesterday. Dr Singh and ALL the nursing staff - sorry I don't know your names - were utterly wonderful. Polite, caring, professional and working under immense pressure. They were brilliant with both my mum and me and I am so grateful. I have nothing but praise for this team of people and their efforts - you deserve a pay rise. Thank you.

My grandad recently spent an extended time on 7B at CRH following a stroke. I would just like to say thank you for the time and care that was given to him during his stay. My dad visited often and every time we spoke discussed how well he was being cared for. He stated that staff from nursing level to the of the ladies who were 'constantly working' cleaning, tidying and providing the meals and hot drinks worked hard constantly and were always a pleasure to talk to.

*tweets and emails about us from the past month.

TrustNews is the staff newsletter all about you. Please let the communications team have all your success stories and good news – e-mail to Heidi.hawkins@cht.nhs.uk or 'phone 01484 355 253. The deadline for the next edition is Friday March 11.