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TrustNews

Dr Who?
– Fiona's
idea has
universal
appeal



YOUR STAFF NEWSPAPER

JANUARY 2016

Two top turnaround triumphs for patients



Christina Mihiu, Kate Broadhurst, Sally Dillingham, Emma Van Bentam and Mandy Naylor

From 5% to 60%

OUR TEAMS caring for around 500 patients annually with broken hips have made huge strides to bring care to meet Best Practice Guidance.

To do this we have to provide seven components of care between admission and discharge. Two years ago we achieved this with less than 10% of our patients across the board. Last year this rose to 30% and this year to 60%.

Orthopaedics General Manager Andrew Bottomley said: "We have

made our standards as important to our teams as the 4-hour standard is to the emergency teams. It is top of everybody's agenda and given real prominence. That is how seriously we take it.

"All colleagues involved in the pathway – including nurses, trauma coordinators, surgeons, doctors and ortho-geriatricians – have contributed to the improved results. Everyone from A&E, theatres and the ward teams are responsible."



Lauren Moss, Jackie Ellam, Lindsay Holroyd, Janice Round, Alex Spencer, Cheryl Dougherty, Fiona Kaye, Lynda Robb, Angela Matijevic and Shenagh Marshall

From 3,000 to zero

A HUGE drive by our theatre admin teams has seen the number of patients waiting for pre-op assessment dramatically fall to... absolutely none.

Last summer a backlog of around 3,000 had built up due to the vacancies and sickness at the Trust. Agency staff were brought in to tackle it with amazing results.

Clinical Service Manager, Fiona Kaye, said: "Through team work and dedication by all the staff to

our service users a large backlog of pre-assessments were achieved. The pre-operative department now sees 245 per week in 4 outpatient sites including Todmorden and Acre Mill. This represents tremendous work from a team of 33."

The assessments are for all patients facing a general anaesthetic to check if they are fit enough and if they can receive inpatient or daycase care. Very poorly patients also receive an anaesthetic review.

CHFT: the future

THE BIGGEST decision for years has been taken about the future shape of our hospital services at CHFT.



Our two clinical care commissioning groups at a joint meeting at Briar Court Hotel on Wednesday January 20 voted unanimously to go out to consultation on proposals to create two separate centres – an unplanned and emergency care centre at CRH and a planned centre – involving a new build at HRI.

Both hospitals will have urgent care centres and both will have key roles in the future providing the best, compassionate care for our two local communities.

This is just the start of a process. The public consultation will last 12 weeks and after that a final decision will be made later in the year.

Colleagues at CHFT are encouraged to share their views and how to do this will be advertised widely in CHFT Weekly and on the intranet.

If you have any questions send them to CHFT@cht.nhs.uk and put RCTP in the subject line.

Focus on equal opportunities

OUR Trust makes every effort to make sure everyone working here gets the same opportunities and same support.

Our Chief Executive Owen Williams and our Assistant Director of Human Resources Azizen Khan are heading up a new drive to improve how we perform as a Trust with a series of focus groups for BME (black and minority ethnic) colleagues in February. We have written to colleagues across the Trust inviting them along and to give their feedback.

As an employer we have to meet the Workforce Race Equality Standard (WRES) April 2015 which is a national equality standard for employment against which all NHS organisations are assessed.

Owen said in a letter to colleagues: "The Trust firmly believes that in order to bring about real change for BME colleagues we need to hear directly from you about your experience in the Trust."

The feedback from the focus groups will be used to develop an action plan identifying key areas for improvement this will be submitted to the Board of Directors for approval. or email Azizen.khan@cht.nhs.uk

Here she is... our first Star Award winner



WE RECEIVED so many nominations which shows the strength in depth across the Trust. We had them from all areas, in all roles and they were a real joy to read. Nicola Lear will receive this fab certificate, shopping vouchers and will start off a CHFT Wall of Fame.

So thank you to all the nominators. Keep them coming!

Here's more about our first winner,

Name: Nicola Lear

Location: Ward 5 HRI

Why she's a Star: For all her work

helping move Ward 4 to Ward 5 at HRI – and gaining 10 extra patients.

Words from her nominator: Rachel Emberton said: "Alongside doing her ward clerk duties Nicola goes above and beyond to ensure the smooth and safe running of the ward."

Career at CHFT: 10. Started as a domestic, became ward clerk on Ward 4. Moved to Ward 5 in October 2015

What do you like about working at CHFT? "Everything! The patients, my colleagues. We have such a good

bunch on here and so many different challenges. Nothing fazes me, some people get swamped but that's not me. I just want to the best for our patients and all the staff on the ward."

Tell us something about you nobody knows: "I have medals for ballroom dancing from when I was 11!" And just after our CEO presented her with her certificate, she got a well-done kiss from two ambulance colleagues... and CHFT paparazzi caught the moment!!

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compassionate
care



Student Nursing Times Awards

HAVE you got a great student in your team? A real standout junior member? Then, get them nominated for national recognition.

If you haven't already submitted an entry for this year's Student Nursing Times Awards don't miss the opportunity to be in with a chance of getting recognised for excellence and raising your profile.

Entry deadline now extended to: 29 January 2016.

Changes to waste disposal

THE CURRENT practice of disposing of IV bags and lines via the blue bin system is non-compliant with waste regulations. Please refer to the intranet and take a few minutes to read the new guidelines and share with colleagues who need to know.

Mandatory training

MANDATORY training is important because it helps keep our colleagues and patients safe, supporting CHFT in our vision of delivering compassionate care. It's a must-do...one of our four pillars.

All subjects must be completed before 31 March 2016, so colleagues are being encouraged to plan time in to make sure they can do so. This includes one classroom based course of an hour and a half.

If you require assistance with any matter concerning mandatory training please contact the Workforce Development team at WorkforceDevelopmentDept@cht.nhs.uk

New integrated respiratory service

A RECENTLY launched programme of care supporting people with respiratory health conditions in Calderdale is already proving to be beneficial for patients.

The Integrated Respiratory Service, which was launched by CCG and CHFT on 1 September, is reducing the number of hospital admissions caused by respiratory illnesses.

Dr Annika Graham, one of three respiratory consultants supporting the Integrated Respiratory Service based at CRH, said: "The new service is designed to provide prompt access to a respiratory specialist for patients with respiratory symptoms that are unstable or deteriorating rapidly."

Act now on 'flu

OUR Medical Director David Birkenhead recently said "Influenza is now confirmed as circulating in the community, and we have had some patients admitted to the Intensive Care Units with 'flu."

The vaccine this year is confirmed as being a good match for the circulating strains of 'flu, so please take the opportunity to protect yourself.

Please check the Intranet for local immunisers and drop in sessions or contact the OH department on 01422 222037 to arrange an appointment

If you have had your vaccine at the GP surgery, please let Occupational Health through your manager, know so your health records can be updated.

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Getting ahead of the game...

WE'RE preparing to welcome the CQC inspection team on 8 March. In preparation:

- Your appraisal should be completed before March
- Your mandatory and essential training should be up-to-date
- Make sure you know about Deprivation of Liberty Safeguards, Safeguarding and Mental Capacity Act



Know about raising risks and concerns

- Do you know how to escalate something onto the risk register?
- Do you know how to raise a concern?

CQC's Head of Hospital Inspections, Julie Walton, said: "We are carrying out an inspection at Calderdale and Huddersfield NHS Foundation Trust on 8th-11th March 2016.

"We will be looking to see if the care at CHFT is safe, effective and caring and that the Trust responds to people's needs and is well-led."

FOR ALL STAFF – Please feel free to contact the CQC National Customer Service Centre on 03000 616161 and give reference number RWY.

If you would like to contribute, you can also give us information about the service at any time, as we monitor all information continuously. There is further information on the CQC website at www.cqc.org.uk

Dr Who? Fiona's idea has universal appeal



A Dr Who fan at our Trust has named a new campaign to make sure doctors get called the correct title.

Receptionist and study leave coordinator Fiona Coll came up with the name "Dr Who" which has been so effective that it has been adopted worldwide.

Junior doctors used to be referred to with the term 'SHO' (senior house officer) until the General Medical Council scrapped it in 2007. Now, not only should the term no longer exist, but it can actually be misleading and confusing since it doesn't outline what level of junior doctor a patient is communicating with. And potentially, this could mean implications in regards to a patient's safety.

So Dr Who fan Fiona came to the rescue and her idea has now gone

national. Her idea was so positively received that it has now been rolled out across the whole of England, after being adopted by Health Education Yorkshire and Humber.

The correct titles for doctors are:

- Foundation Doctor - FY1 or FY2
- Speciality Trainee (Core) - CT, CMT, CST, STI-2
- Speciality Trainee (Higher) - GPST, ST3-7

Fiona told us: "The main reason I came up with the campaign is because I've always been a massive fan of Doctor Who and David Tennant, and it's so easily recognised. It fits with what the Trust and Health Education are trying to achieve, and will have an immediate impact. I'm really pleased that it's been picked up, and it was nice for them to recognise the idea coming from my department at CHFT."



Omar Khatab, Rita Pallucci, Fiona Coll, Becky Colwill and Sue Burton

Neonatal Unit induction success



Melanie Bell, Emily-Jayne Aylett, Fern Phillips and Amanda Smith

'Learning off the ward has had a huge positive affect on how I feel now I am on the ward.' That was the verdict from colleagues on the neonatal ward who have been explaining how their month-long induction had made a difference to their new roles.

Family Support Assistants Fern Phillips, Tammy Baxter, Jenny Gray and Lindsey Blakey, and Staff Nurses Emily-Jayne Aylett, Heather Brooks, Emily Wright, Tanisha Uppal and Melanie Bell joined the unit in autumn.

They completed a month's induction, working with Amanda Smith, Neonatal Sister (pictured above). Amanda took them through an intense period of training including:

- Mandatory training and trust induction
- Classroom teaching on procedures/policies and Neonatal

complications/pathological diseases/resuscitation and basic care

- SIM Training/ practical skills; and
- Talks from other members of the Multi-Disciplinary Team and medical devices training and competencies.

One session they all enjoyed, was when they met 24-week gestation twins' mum, Gail Cadman, along with Michelle Berry, Bliss volunteer, who had 26-week gestation little girl. They gave an insight into parents' perspectives and involved personal experiences.

Tammy said: "I feel confident talking to parents about their babies due to the neonatal knowledge and teaching from Amanda. I feel more confident holding tiny babies, with the daily routine, bottle and nasogastric tube feeding and performing basic cares."

CRH is setting for key Happy Valley scenes

THE SMASH hit BBC series Happy Valley set in Calderdale is due to return to our screens shortly - and Calderdale Royal Hospital will be making a minor appearance this time in the last episode.

Before Christmas, CRH colleagues helped the production team when they needed a hospital setting for scenes featuring actress Sarah Lancashire as Police Sergeant Catherine Cawood.

But it was our Mandy Taylor who was the real star doing a great job coordinating the filming - out of hours on the Medical Day Case Unit - so it ran smoothly.

Service Performance Team Leader, Mandy said: "I enjoyed working with all the production team, props team, location team and the lighting/ camera team.

The staff on the Medical Day Case Unit were brilliant and so accommodating for everyone."

Location finder Luc Webster thanked our teams for making the ward available for the out of hours short filming session. He said: "Filming at Calderdale Royal Hospital was a positive experience and a privilege to be able to film inside a modern working hospital."

"Staff we met on the day were friendly and helpful and special mention for helping us to park our large equipment vehicles and assisting the crew getting up to the third floor."

- The production team made a £1,000 donation to Trust funds as thanks for being allowed to film there.



Sister Donna Wood, Siobhan Symons (ward clerk), SN Shamila Ali, Mandy and SN Lesley Carter. Inset: Sarah Lancashire in Happy Valley

#hello my name is...

Tom McKinlay, Chaplain

"Our job is to listen..."

"I have been happily married to Ruth for 39 years. We have three married sons and five grandchildren. I was born in Glasgow, but mostly grew up in East Kilbride. Raised as a Presbyterian, I became a Baptist at Theological College under the influence of a Greek Orthodox Senior Lecturer!

"Until November, I was Team Chaplain at Queen Mary's Hospital, Roehampton and The Hillingdon Hospital, Uxbridge, London. We recently moved to Leyland (Lancs) to give closer support to our two youngest sons and their families. My wife recently retired from her work as a palliative care nurse specialist and now project manages the renovation of our new home from which she vows never to move again while breathing. Our small Collie cross dog, Jake, at 12 years old is still full of fun and energy."

**What is your position?**

Chaplain based at CRH but with deputising responsibilities for Rev George Spencer, Co-ordinating Chaplain based at HRI

Tell us about your career background?

After leaving school I served my time as an apprentice toolmaker

and then worked in production management for three years. Pursuing a call to Christian ministry, I studied at Trinity College, University of Glasgow and at the Scottish Baptist College. From 1981 until 2014 I served Baptist Churches in Hartlepool, Northampton, Herne Bay, Blackburn and Sheerness. Prior to briefly serving on the Isle of Sheppey, I served for two years as a chaplain in Mental Health in Dartford, Kent.

What are the best bits about your job?

Coming alongside people whose journey through life has been interrupted through illness or injury, I'm privileged to listen to their story. My aim is to help them discover resources within themselves that will empower them to move on with hope for the future; even if their experience has been life-changing. People think that chaplains will preach

at them. On the contrary, our job is to listen and to accompany them, often saying very little.

What is the highlight of your career so far?

Having joyfully served many people over the years there are a few people whose lives we have rescued from the 'depths of devastation' and we have watched them go on to live fulfilled lives that have in turn, blessed other people and continue to do so. Latterly, mentoring two teams of Chaplaincy Volunteers has been a great joy.

Sum up your role in three words?

Compassionate Hopeful Presence

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

The regimented life of the armed forces held some appeal.

Who is your hero/heroine and why?

Rev Martin Luther King Jr because



The Isle of Barra

committed to non-violence, he stood up to entrenched evil with hope and a dream in his heart.

When you are not at work how do you relax?

Doing DIY, taking the dog for walks and playing with the grandchildren.

What is your favourite place?

The Isle of Barra (Outer Hebrides)

What would people be surprised to know about you?

I'm no connoisseur, but I do enjoy the occasional single malt in fine company and my ambition is to wild swim in the Fairy Pools of Glen Brittle, Isle of Skye (not at the same time).

Fantastic floods response

ON WITH the wellies and into work!

That was administrator Linda Mitchell's response after water ripped through Sowerby Bridge and in to our premises at Allen House.

Linda, pictured in her red wellies, who wasn't working alerted colleagues the building and surroundings were flooded on Boxing Day. The next day she went down to Allen House annex with some volunteers she had organised and began the clean-up operation.

She was devastated to see the extent of the damage to the annex where we hold several clinics including audiology, podiatry, INR Blood tests, and the District Nursing team's weekly leg club.

It was a truly amazing effort from Linda and all her volunteers. Thankyou to them all on behalf of our patients and colleagues.

Alastair in rescue team

Also, our paediatrician Alistair Morris was on flood alert with the Calder Valley Search and Rescue Team. Here's his account

of their amazing work where he describes conditions in the Lakes as "apocalyptic".

"I have been involved in the Calder Valley Search and Rescue Team responses to flooding in various areas – Carlisle and Appleby in the Lakes back in early December and then York on Monday.

"The team also responded to multiple jobs around Calder Valley on Boxing Day in assisting people to safety and trapped medical patients to hospital where the Yorkshire Ambulance Service could not access.

"I attend as one of the team doctors and support for the fully trained swift water rescue team. We ensured that the local area flood incidents were completed before deploying to help those in York. Flooding is always devastating."

After a gruelling 50 miles running, Alistair Morris and friends have raised an impressive £1,375 (£1,655 with Giftaid) towards coping with future flood disasters.

Donations via <http://www.cvsrt.org.uk/events/item/1008-spine-race-2016>



Above: Linda, fourth from right, and team. Inset: Alistair, back second right, with his team

Patient safety training days

Training at Glen Acre House

Effective Investigation Training



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 hopefully minimise errors and learn from those that happen.

Following the introduction of electronic incident reporting, CHFT now have a wealth of information which has led to numerous service improvements.

Colleagues from clinical governance, risk management, specialist nurses

and clinicians are working to improve incident and near-miss investigations at Effective Investigations Group meetings.

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.

If you wish to attend an Effective Investigations training day please email: jane.greenwood1@cht.nhs.uk

Walkabouts underway

A NEW regime of weekly walkabouts aimed at sharing best practice across CHFT is underway at CRH, HRI and in community teams.

Director of Nursing Julie Dawes kicked-off the first HRI walkabout – which involve matrons, clinical managers from Community, safeguarding and infection control.

It's an opportunity to talk to patients about their care and also check on our documentation processes to see if we can make improvements, and look at our infection control practice and medicines management and talk about ways colleagues can be supported in all these areas.

Our new Associate Director of Nursing for Surgery and Anaesthetics, Jo Middleton, led the sessions in theatres at CRH and in Community. Interim Associate Director of Nursing, Diane Catlow, met with the community matrons and clinical managers to discuss plans for future walkabouts.



Julies Dawes, in red, with colleagues

Matron Chris Bentley and Lead Infection Prevention and Control Nurse Jean Robinson accompanied Julie at HRI. Chris told us: "It was really useful pairing up with Julie and Jean to have the time to talk to colleagues and patients about their experiences of our Trust."

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Farewell to colleagues Jackie and Jane

After 19 years at our Trust, Jackie Swire, known as "The Gaffer" during the refurb on Ward 7 was shocked into silence – for once.

Her colleagues had clubbed together to buy her a designer bag and a stunned Jackie was lost for word and couldn't believe it was the real thing! She was too emotional to deliver a farewell speech but fighting back tears she told us: "This place is in my heart!"

Consultant JKJoffe, who came to Huddersfield with Jackie from Leeds, said: "Jackie has been an integral part of the oncology unit since it was formed. She has been instrumental in the development of the unit and many things that we have and value would not be here without her contribution."

Jackie told us she is proud we

have had a PICC line service for patients since she was here.

Ward 22 says 'bye bye' to Jane Wright

Flowers and best wishes went to staff nurse Jane Wright who retired after more than 30 years with us.

Her colleagues on ward 22 laid on a spread and presented her with farewell flowers to mark her last day with the Trust – the day before her 60th birthday. Previously on a study day when they were all together they presented her with £200 of House of Fraser vouchers.

Jane started as a cadet in 1972 and completed training in 1976 and started work at the old Halifax General

Hospital and worked constantly apart from three years off to have her two children.



Jackie with the designer bag and her colleagues

She said: "I love being a nurse, I have always been a nurse. I like caring for people and never wanted to do anything else."

She now plans a holiday in Australia later this year to see friends. She added: "I have good friends here and will keep in touch."



Jane's farewell

Ward manager, John Tyrer, said: "Jane has been a stalwart in the world of urology for many years. We will all miss her and we wish her well."

In loving memory of Ali



OUR Macmillan Unit has received a moving donation

That was the legacy of Ali Mitchell in whose memory more than £8,600 has been raised for our Macmillan Unit at CRH. Ali, from Halifax, passed away aged 47 in August but had been planning with her two close chums a major fundraising event. She wanted it called Jingle Belle Ball and also asked her chums not to buy new party gear and make donations instead for the unit where she was cared for.

Her close friends Jane Schofield,

Rachel Ledgard, Angela Porter and Julie Neimantas made sure the event went ahead at Fixby Golf Club. A raffle – including a single diamond – raised a huge amount and Ali's husband, son Josh and step daughter Taryn all supported it.

Jane said: "After Ali died we knew we had to carry on and it was a very, very emotional event. We received tremendous support and are delighted to hand over such a fab amount to the unit where Ali received so much treatment."

Fiona loses locks to say thanks to nurses



CANCER patient Vanessa Starsmore has presented a cheque for more than £1,250 to the unit at the Macmillan Centre at CRH to say a big thankyou for all the care she has received there.

Her sister Fiona Lamb, had her own long locks cut short – by a whopping 9" – in support and her hair went to the Princess Trust which

makes wigs for children undergoing chemotherapy treatment.

Vanessa, a GP practice nurse from Pye Nest, Halifax, had six sessions of chemotherapy at CRH after surgery for ovarian cancer at St James's Hospital in Leeds. She is full of praise for the team on the unit.

She said: "The nurses were amazing.

They made me feel comfortable and at ease. They support you all the time and have a 24 hour helpline to call in to them whenever you need to. I cannot praise them enough."

She is due to go back to work in the New Year having finished her treatment and is looking forward and putting this year behind her.

Board level

The following is an account of the Executive Board and Board of Directors' key discussions held during December 2015.

INTEGRATED BOARD PERFORMANCE REPORT

The key areas to note are: Responsiveness, Caring, Safety, Effectiveness, and being well led.

WINTER RESILIENCE PLANS

The Executive Board receives weekly updates on our plans to support patient care during the winter months. Monitor and the Trust Development Authority have asked that all Trusts comply with the following: Ensure sufficient bed capacity, review elective lists and consultant availability, and Ensure CCGs and System Resilience Groups are fully engaged and that all plans are fully tested.

FINANCIAL POSITION

Month 8 position – our forecast for the year end is £20.82 million deficit against a plan of £20.01 million. This position includes full release of remaining contingency reserves and delivery of £17.76m CIP against the original planned £14m. The year-to-date deficit (excluding restructuring costs) is £14.24m versus a planned deficit of £12.89m

YEAR STRATEGIC PLAN

The 5 year Strategic Plan is nearing completion. The purpose of the plan is to: Improve the Trust's financial viability and the clinical quality and safety of services provided to patients, to redesign services so that the Trust is operationally viable across its community services and the two hospitals, and to enable Commissioners to commence public consultation on service reconfiguration.

REVALIDATION AND APPRAISAL OF NON-TRAINING GRADE MEDICAL STAFF

The Board of Directors received an update of the progress. The first revalidation cycle commenced in January 2013 and ends in March 2018. The current

cycle is in Year 3. Appraisal is a key part of the revalidation process. The medical appraisal compliance rate at 30 November was 43.5%, but is in line with previous years when 85% compliance was achieved.

NURSE REVALIDATION

The Board of Directors noted the implementation of the revalidation process from April 2016. This would ensure a robust system for continuing professional development and a performance management system for appraisal, mandatory and essential training in order to be assured that nurses and midwives remain fit to practise.

CARE OF THE ACUTELY ILL PATIENT

The Boards continue to receive regular updates on this programme, which commenced in September 2013. The mortality review process is resulting in a consistent number of reviews being done each month but this is not at yet sustainable at the 100% level that the Trust is aspiring to. Recruitment of consultant colleagues allocated time specifically for coding and mortality reviews. The Trust continues to seek external peer review of our clinical services to confirm that they are of high quality and to identify areas for improvement.

NATIONAL 'FLU CAMPAIGN

Targets for NHS organisations is to vaccinate 75% of frontline healthcare workers. Uptake is slow and staff are reminded of the importance of being protected to ensure their patients and their families are not exposed to infection.

POLICIES/MEDICAL CODES

The following policies and medical codes were ratified by the Executive Board and can be found on the intranet: Mouthcare Policy (new policy) Serious Incident Policy (new policy) Written Information to Patients Policy, EPRR Policy, Transfer Policy, Development and Management of Nursing and Midwifery Documents Policy, Medicine Code 9 – Dispensing Medicines, Medicine Code 45 – Medicines Reconciliation.

Feedback *



@lorrainewolfen1:
@CHFTNHS what a great team in orthopaedic opd, made our visit today brighter with their smiles and helpfulness, merry Xmas.

My mother recently spent a few days in Wards 1 and 6, following an emergency admission to A&E with a chest infection. She is 94 and suffers from dementia and is very deaf. She was very frightened and confused, as she couldn't understand what was happening to her, or why she felt so ill. I realise this makes her a very difficult patient. On behalf of all our family I would like to thank the nurses and care staff and other medical staff who looked after her. They could not have been more patient or gentle or sympathetic. I think the Trust can be proud of the treatment given by the staff to this frightened old lady.

On arrival the hospital staff were extremely efficient in questioning, diagnosing and starting treatment as soon as possible, even though they were obviously busy. I spent the first night on the Assessment ward, then was transferred to Ward 15. This has truly got to be one of the happiest wards I have ever encountered, from the senior staff down to the cleaning ladies and patients. It does make a big difference. The food was good and I have absolutely no criticisms at all of the treatment I received throughout my stay. The staff were also able to provide me with basic toiletries and pyjamas – a big thank you for that too.

*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 February 12.