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Calderdale and Huddersfield **NHS**

NHS Foundation Trust

TrustNews



Happy
20th
birthday
ACU

YOUR STAFF NEWSPAPER

MARCH 2016

Meet a whole host of stars

THE ENTIRE Acute Medical Unit at Calderdale Royal Hospital have scooped this month's latest Star Award.

Consultant Nick Scriven nominated them describing them as being "a complete" team including nurses, housekeepers, consultants, doctors, domestics, physios, occupational therapists, pharmacists.

They work in one of the most stressful areas of the Trust, he said, yet "they do so with the utmost professionalism but also compassion and remain upbeat despite everything thrown at them".

In the past year they have cared

for 12,000 non-surgical patients – referred from GPs or A&E – and their outcomes are amongst the top 25% in the country. The team assesses, stabilises or makes decisions on admitting or going home.

At a recent international Acute Medicine Conference they presented their adoption of the "Safety Huddle" – the pioneering way of improving patient care through a key handover of all the important information at the start of a shift.

Dr Scriven added: "They are always looking for ways to improve outcomes and experience for all



patients whether in ambulatory care or in the main ward." He added: "At this busiest time

of the year, they maintain their standards under immense pressure and every one of them is a star!"

Owen with the AMU team

'Thanks for your passion and pride'

After months of waiting our CQC inspection has finally taken place.

Over the course of four days earlier this month, 57 inspectors visited more than 100 areas across CHFT.

After the visit CEO Owen Williams said: "I want to say heartfelt thanks for the magnificent work by everyone. A passion for our patients together with a real sense of pride has come through."

"I'm very proud of everyone in the organisation because you've pulled together in a truly remarkable way".

Before the CQC inspection team left we had some initial feedback. They told us their final report may change as we have further information to provide. Some of the positives they highlighted included:

- A good response to issues raised during the inspection, they felt welcomed, looked after and we have a positive culture
- Overwhelming feedback that our staff are fantastic and an asset to the organisation
- They praised, amongst many others, the work of the Dementia team and the engagement support workers
- The patient centred approach of



the Estates and Facilities Team; and
● Outstanding documentation in community services.

Areas which they described as requiring further discussion:

- Long-term position of medical staffing in A&E
- Consistency of documentation and record keeping in the hospital
- Issues around patient flow; and
- Need to explore how we develop talent management and succession planning.

So what next?

- The CQC will continue to review all the evidence gathered
- They will re-visit key areas before the end of March
- We're unlikely to get our formal report and ratings until early summer

STOP PRESS

The CQC have since returned for an unannounced follow-up visit on Wednesday March 16 and were due back for one final visit before the end of March for more focus groups.

Go with the 'flow'



Jan Potts, right, with the team on Ward 20 at HRI

EVERY day in our Trust we have around 300 patients who have been with us for more than 10 days. The focus of the new Safer Patient Flow Programme is to bring together multiple issues such as: reducing admissions, reducing length of stay & ensuring we have safer staffing levels.

Where delays are highlighted in discharging a patient, work can be immediately actioned to start or speed up the process and the hope is it will become more embedded in the way we work.

Our Head of Unplanned Care, Jan

Potts, said: "Some colleagues can think 'flow' is a really challenging word as it involves moving patients into different settings."

"But, at the heart of it, what we are working together to do is to get our patients into the right bed and being cared for by the right teams."

There have already been potential improvements highlighted, and areas such as 5b at CRH have already shown outstanding improvements to build on. On April 11, there will be a workshop to further spread the messages about the programme.

Consultation launched

Tuesday, March 15, marked the start of the formal consultation launched by our two local clinical commissioning groups over the future shape of the healthcare services at Huddersfield Royal Infirmary and Calderdale Royal Hospital and in our communities.

The consultation will last for 14 weeks until Tuesday, June 21 and colleagues are urged to find out about it and have their say.

It will focus on proposals to create two hospital centres – one for planned care at Huddersfield Royal Infirmary in a new purpose-built facility and one for unplanned (emergency) care at Calderdale Royal Hospital. Both hospitals would have urgent care centres and there will be huge investment at both sites to ensure they are both part of plans going forward.

There will also be more investment on providing care out of hospitals and closer to people's homes.

A schedule of information sessions will be held across Calderdale and Huddersfield during the consultation and in our Trust.

Two stands are already in place - close to the dining rooms - where a range of information can be picked up. For more information see the intranet.



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compassionate
care

New Costa Coffee order service



THE SMALL Costa shop in Acre Mills has a new call and collect service. Orders can be placed between 8am and 4pm.

Colleagues can ring through then come and collect the items. The number is 07495017385.

Unfortunately the Costa in the main HRI building is unable to offer this service.

Ben's breakfast club



One of our FY1's, Dr Ben Hughes who is currently on placement in ENT has just won a Clinical Teaching Excellence and Development Individual Award from Leeds School of Medicine (£2,000).

After joining the Trust last August, Ben went on to set up a Breakfast Club for all the medical students who are on placement at the Trust, after recognising an opportunity for all the students to gather and recap together on the knowledge they've learnt.

The club runs twice a week and involves lectures given by our FY1 trainees focussing on key topics such as DVT/PE, COPD/asthma, heart failure etc.

Nervecentre go live on Macmillan Unit



NERVECENTRE went live on the Macmillan Unit at CRH this month, which leaves only three more areas to go.

The 'go live' process went very smoothly (the Nervecentre team have done over 30 now!) and very quickly staff were logged in and using the system to record the observations on their patients.

Many of you involved in in-patient care will have come across Nervecentre already as it is now live on most wards across the Trust. There are now only 3 areas remaining to roll out to: CDU and Endoscopy at CRH and Ward 18 (PAOU) at HRI.

OFSTED praise for our nursery



THE CHILDREN'S Place nursery in Halifax has recently been inspected in February, and they received some great feedback.

Here's a snippet from their report: "Staff provide a clean, welcoming and interesting environment in which children learn. There are stimulating rooms for children to explore and cosy corners where they can relax." Nursery manager, Jane Sewell, told us: "We're really pleased with our good rating from Ofsted. The staff have put a lot of hard work in and we are all really proud of each other."

Fabulous feedback for teams



HRI Endoscopy team

Endoscopy at HRI were told they were "exemplary" or "5*s if they were on Tripadvisor", according to one patient.

She praised the whole care she received from the team, the environment and the communications throughout her appointment.

Senior Sister, Susan Higo, said: "I feel very proud. There are lots of individuals in endoscopy, but it's the teamwork that makes us special for our patients. We are lucky, we regularly get nice comments and it is great that people have taken the time to send them in."

Staff nurse, Mohammed Khalil who was singled out for praise by the patient, said: "We try to use basic language because people

don't know what to expect.

Embarrassment can be a big factor, so we try to put them at their ease. It's all about our patients."

Ward 8A at CRH also received praise into the inbox, with some terrific feedback from a hip-replacement patient who scored them 10 out of 10.

He calls them "a credit to the NHS" and includes "I have never seen such an upbeat team."

Sister Linda Denham said their success was down to be a 'really, really good team'. She said: "We're always thought of as being a mad bunch..... always doing our very best for our patients. They come first."

"We all work together with physios, occupational therapists, advanced nurse practitioners and all the nurses."

CRH Ward 8A team



Research at the Trust set for expansion

CHFT patients are currently involved in over 100 research studies – and our aim is to become an even bigger participant in this field.

The majority of our trials are for cancer patients and there are others in Paediatrics, Stroke, Ophthalmology, Respiratory and Women's Health. But we have gaps in areas including Diabetes, Rheumatology and Critical Care.

The Board was asked for its continued support for the implementation of the Trust's R&D Strategy.

With this in mind, CHFT are taking part in the Yorkshire Health study. Using a calculator developed by The University of Sheffield, you can compare your

health to the average Yorkshire man or woman, with questions about health habits (drinking, smoking, exercise), and Owen also took part!

For more information about research in the Trust, or to participate in the survey, contact Trust R&D Department 01484 343396 email r&d@cht.nhs.uk



ACU celebrates 20 years



Left: Research & Development team. Above: Kully Sandhu with Owen

Happy Birthday to us. The assisted conception unit is 20 years old this year so there was plenty to celebrate at the annual party for our couples we have helped to become families. Parents and babies and tots flocked into the dining room at CRH for ball-pond, bouncy castle and face painting fun. Originally we did 50 IVF cycles a year now it's 350 and we've one of the best conception rates in the country and a reputation to be proud of. One mum told us: "You are fab because you give us the best things in life!"



#hello my name is... Karen Barnett

What is your position?
Assistant Divisional Director for Community

Tell us about your career background?
I trained as an Occupational Therapist and worked clinically for 10 years, specialising in hand therapy, before becoming so obsessed with Service Improvement that I chose to leave my clinical role. Worked for a few different organisations in service improvement roles before joining Harrogate NHS Foundation Trust as Operational Director for Medicine and community services. I started working at CHFT on 1st March 2016.

What are the best bits about your job?
Working with lots of motivated, committed and hardworking people who are focussed on delivering safe and high quality patient care.

What is the highlight of your career so far?
I was privileged to undertake the Health Foundation funded Generation Q Leadership Development Programme and



When you are not at work how do you relax?
Either a long hot bath and a good book or a game of pool and a chat over a pint.

What is your favourite place?
North Wales which is my second home and I spend every other weekend as my partner's family live there.

What would people be surprised to know about you?
I'm a massive rugby union fan and enjoy watching rugby union. My dream is to follow the British Lions tour to New Zealand.



Karen on Alaska health tour

visited the Nuka System of Care in Alaska last year as part of the programme. This was a great opportunity to see a fully integrated primary care system in operation that focussed on wellbeing to support population health.

Sum up your role in three words?
Improving patient care

What did you want to be when you were growing up?
A policewoman.

Acute Kidney injury Awareness Day



Left: Our team with HRI stand. Right: Our team with CRH stand.



COLLEAGUES from across the Trust were on hand last Thursday 10 March to help raise awareness of AKI (Acute Kidney Injury) with patients and colleagues.

Dr Mansoor Ali told CHFT: "The whole day was really successful - a first for CHFT set up to coincide with World Kidney Day. We had lots of members of the public and colleagues who were interested in the stands and what we had to share with them."

"For me the whole purpose of the

day was to help people be more aware of how valuable their kidneys are and the importance of looking after them.

"We only have one pair of kidneys. When healthy they look after our blood pressure as well as, believe it or not, keep our bones healthy - and following a few simple steps will mean they stay healthy:

- Drink plenty of water
- Stop smoking
- Keep fit and exercise
- Eat well

- Reduce the amount of salt you eat
- Keep blood sugars under control if diabetic

Dr Ali added "I'd like to personally thank Medication Safety Officer Anita Hill who has been instrumental in the whole organisation of the day."

If you'd like to know more about AKI there a number of websites you can visit:

www.thinkkidneys.nhs.uk
www.britishkidney-pa.co.uk
www.kidneyresearchuk.org

Patient praise for team's introduction of Telehealth

WELL DONE to our Respiratory team who have been working hard to implement Telehealth with the treatment of COPD.

Our team work predominantly in the community and at CRH, and have recently begun using Telehealth in conjunction with specialist nursing support.

Telehealth refers to the exchange of data between a patient and clinician to assist in diagnosis and monitoring, and it is mainly used for patients with long term conditions.

Often it has helped to reduce anxiety and has supported patients, carers and families to make good decisions about self-management.

General manager, Mandy Gibbons-Phelan, said: "The telehealth has helped patients recognise symptoms of exacerbation of their condition which has given them confidence to start their rescue medications earlier,

which improves their health."

"This has helped to keep people at home as they are not deteriorating as often as they were before using the technology. Patients seem to like the technology."

Here is some patient feedback of Telehealth Users:

How do you find having Telehealth installed?

A: Very good, informs the nurses how I feel everyday, I feel as though they are keeping an eye on me day to day. I have a pulse oximeter also and that is also very helpful, I take my readings each day and write them down.

Do you like it?

A: Yes I do, very much

Any problems?

A: Only when a black wire came



out, the nurse noticed, rang me and told me to connect it.

How would you feel if it was removed?

A: Definitely do not want it removed, I would be worried

about my health, without it.

Do you feel supported with Telehealth installed?

A: I feel supported, like someone is monitoring me. It is a huge confidence boost for me. A life saver.

Our respiratory team from left: Our respiratory team from left: Helen O'Hara, Sarah Friessner-Day, Helen Dighton, Melanie Holmes, Kirsteen Briscoe, Dr Steve Thomas, Lynn Gaylor and Graham Marvell

CHFT-Weekly
Staff eNewsletter

Catch up on our latest Trust News

John Ennis says farewell to colleagues

FURRY slippers, vouchers and a mounted copper ball-cock were presented to estates legend John Ennis during his emotional farewell.

There was a huge turnout in the HRI Learning Centre when chums past and present turned out to bid him farewell after a career starting in 1978. The event was rounded off with a rendition of Oh Danny Boy - as a requested song is now part of estates' retirement dos.

Choking back tears - then the hankie came out for the song - he told them: "You're great friends and it's been great." He said he had walked through the same door at work for



his whole career and his desk had never moved further than 10 metres from when he had started."

He added: "The years have flown by and the lads have been brilliant. Thanks very much to everyone."

Alison Fisher read one of her poems and estates director Lesley Hill paid tribute to him.

She said: "We shall miss John's own personal style in terms of motivation, encouragement and engagement."

John, centre, and his team from Estates



Our Sister to climb Mount Snowdon

ON SEPTEMBER 17 our paediatric liaison sister Natalie Wood is heading to Wales for the Mount Snowdon challenge for Mencap.

She completed the Three Peaks last May in 8 hrs and 25 mins also for Mencap, and is pictured at York railways station after completing it.

Natalia said: "I enlisted to do the Three Peaks last year not really knowing what I was letting myself in for but I did it and I was very proud of the achievement! I have no desire to complete it again! But I thought Snowdon would be great challenge."

"My friend of 20 years works for Mencap and she decided that she wanted to challenge herself, for fitness and weight loss. I decided that I wanted to do the same, not really knowing what I was sticking my hand up for!"

"So this year, even though the Three Peaks was emotionally and physically demanding, I did not hesitate to stick my hand up for this one. I had 9 months to prepare and my training is well under way. The organisation is second to none."

Her details are www.justgiving.com/owner-eamil/pleasesponsor/Natalie-Wood21

Blindfold fun for Pharmacy

PHARMACY held a great fundraising event to support Dementia UK providing specialist nurses for families affected and raised £100 after it was topped up by a fiver.

As part of the fundraiser, the team made cakes, enjoyed tea/coffee, played Pin 'the cherry on the cake' and played guess the weight of the cake (donated by a friend).

First prize for pin the cherry on the cake was a box of chocolates, whilst the Guess the weight of the cake winner walked away with a large home-made chocolate cake weighing 1507g (with board). (3.3lbs)

Below is the message they received from Dementia UK for all their efforts:

Thank you for donating to our Time for a Cuppa campaign today. We are delighted that you chose to get involved and support Dementia UK by popping the kettle on and enjoying some cake this year.

Your donation of £95.00 today will mean that an Admiral Nurse can be there for more families facing dementia across the UK, either through our specialist nurses in the community or on our national helpline.

"At my lowest ebb, someone suggested I ring an Admiral Nurse. I had



Noreen Beaver attempting to pin the cherry on the cake

never heard of them but I rang. I firmly believe the nurse who talked to me for an hour on the phone saved my life."

– Sheila, former carer and campaigner.
On behalf of Dementia UK, our Admiral Nurses and the people we support, thank you for helping us help families face dementia.

Star Wars fun for Children



The Star Wars characters with our children's ward team at CRH

THE CHILDREN on the Children's Ward at Calderdale Royal Hospital had a very special visit from characters from Star Wars and Spiderman.

Anthony Theabould, who is a Cosplay character, got together with others to bring smiles to the children on the ward and to hand out toys, colouring books and T-shirts.

Anthony said: "I Cosplay as a character of Spiderman and the Terminator for charities, comic conventions and children's surprise

birthday visits. I do this simply for fun, to see people smile and have photos taken together."

Hospital Play Specialist, Karen Foster, said "It's great to be able to do things like this for the children who are in hospital. To see their reactions and see them laughing, it allows them to forget about being in hospital for a short time."

"The characters were amazing. Parents are grateful as well, saying how good it is to be able to do this and think it's a wonderful idea."

Big Brief

Here's a roundup from our monthly Big Brief. They are held on the first Thursday of the month (1.30 at both sites) It's an important review of all the key challenges and achievements facing the Trust.

Areas we're doing well in:

Responsiveness: Outpatient backlog clearance continues at pace; Stroke performance improving

Caring: Maternity indicators improved

Safety: Falls with harm numbers stabilised

Well-led: Sickness has decreased in 4 of 7 service areas; Appraisal activity plans in place

Areas to focus on

Responsiveness: Elective activity deteriorated reflecting impact of bed pressures; Emergency Care Standard not achieved with Q4 unlikely to be recovered

Caring: Complaints performance has deteriorated – focus for divisions

Effectiveness: Focus on improvement for hand hygiene compliance; Mortality remains a concern

Safety: Remains a high proportion of serious incidents report out of time

Well-led: The overall sickness at its highest point in the current service year

Financial Performance – January (Month 10)

- YTD Deficit (excl. restructuring costs) of £18.10m against a planned figure of £16.97m ED & Outpatient activity was above plan in month, though day case and elective fell behind plan. We continue to have a high pay spend, particularly on agency –
- Forecasting a higher year-end deficit of £20.78m against a planned £20.01m (excl. restructuring costs). Worsening position due to operational pressures forcing elective cancellations. Risks remain against settling commissioner contracts and winter expenditure pressures

Cost improvement programme (CIP)

- Ahead of target - delivered £14.34m against target of £11.01m
- Forecasting delivery of £17.53m against a plan of £14m
- Now focused on plans for 16/17

Feedback *



*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 April 15.