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Fresh new look
for Estates
colleagues:
page 2

YOUR STAFF NEWSPAPER

JULY 2016

Lynsey's a winning apprentice

"She does things before I've even asked her to."

That's just how "ace" our apprentice admin assistant Lynsey McAuliffe is and she's our latest Star Award winner.

Manager Pamela Wood from the workforce development team nominated her saying how she has transformed their service since she joined in August last year.

Before Lynsey there was no admin support for the service which arranges training sessions for all our apprentices and NVQ takers.

Pam said: "She's just ace. She just sorts us all out but not in a bossy way. In a measured and supportive type of way. I don't know what we'd do without her."

The role involves a lot of paperwork, organisation and room-booking for all the service. The team has recently relocated to Acre Mills – again with Lynsey very much at the heart of the move.

Pam added: "I'll say oh, I need to book rooms for that classroom session and she'll say it's done. It's done before you even ask."

She added: "Nothing is too much trouble for Lynsey, she has been like a breath of fresh air to the team. She's been happy to work at weekends and stay late when needed – nothing is too much trouble."

Lynsey pictured centre with Owen and her team



Top national award for our team



IT WAS a massive night of celebration when our pioneering dementia and prevention of delirium care was hailed the very best at the HSI's Patient Safety Awards.

Our team beat off eight other finalists to clinch the top award for Dementia Care at the finals at Manchester Central. Judges hailed our approach of bringing in 6th form student volunteers to work alongside our nurses and doctors saying: "This is great work and should be rolled out nationally."

Renee Comerford, said: "It

was surreal, amazing. The whole team is a very proud one!"

Nurse consultant for older people, Barbara Schofield, said: "It was more than winning. What they said about us was great. A lot of work has gone into it and the night was amazing."

Our Director of Nursing Brendan Brown said: "Huge congratulations to the team for winning this award, which is a reflection of the hard work, cross-boundary working and engagement the team have undertaken in meeting their unlimited potential in the best interests of patients and their families."

The awards are hosted by Health Service Journal and Nursing Times and this year saw fierce competition for each of these coveted awards with over 650 submissions, of which only 170 made it to the final cut.

In their ruling, the judges said: "The evidence is clear that keeping older people mobile, free from pain, hydrated, well slept and free from infection while they are in hospital reduces the risk of them developing delirium in hospital."

"They recover better and are more likely to return home."

Tributes to brave Kate

MEMORIES and tributes have been pouring from CHFT colleagues following the sad passing of Dr Kate Granger.

Kate, born at HRI, had battled cancer for several years but throughout her treatment was a total inspiration promoting her "Hello My Name Is... campaign" for all NHS staff.

She memorably visited our Trust back in 2014 and got standing ovations after her two talks explaining how she came up with the idea arising out of her own experience as a patient.

Our consultant obstetrician and gynaecologist, Martin de Bono, said: "Kate was inspiring. She had grit and determination to make a difference knowing that she had a small time-frame to

do it all. All that and undergoing treatment at the same time. It was my pleasure and an honour to welcome her here to CHFT. I will never forget her and I am sure I speak for all my colleagues here as well."

Jackie Murphy, said: "I had the privilege of spending some time with Kate and my personal reflection and something I consider every day is the importance of truly listening and responding to patients no matter who they are. To me this is the essence of compassionate care and what is often labelled as the little - Kate showed us these things are often the most important for patient experience."

Kate on her visit to CHFT in 2014



INSIDE THIS ISSUE

- Meet our new green team P2
- Remembering Mark and Susan P2
- EPR - one year on P3
- Hello My Name is...Asif Ameen P3
- Feedback P4
- Football champions P4
- Lynn says goodbye P4

compassionate
care



Physio videos

OUR PHYSIOS have just finished a series of videos filmed in physio outpatients.

The patient videos cover care in all areas such as pregnancy, patients with knee pain, low back pain, shoulder pain, hip pain and Pilates!

The idea began when Clinical lead physio at HRI, Ali Tooley, started an exercise group for those patients still on the waiting list. The patients were given an exercise pack, but the general feedback was that they struggled to remember how to do the exercises.

Following this, Ali suggested patients could video her completing the exercises which then escalated to the physio team creating their own videos for all to use. Although they were effective, the quality wasn't great and so after funding from the CCG, professional videos have been created and are now in the process of being edited ready to upload to our website.



Saying thanks

DAY Surgery had lots of praise for Facilities following an emergency, and wanted to show how grateful they are to some of the staff.

Clinical operations manager Day Surgery Unit and SPU, Victoria Weaver, said: "Only two patients needed to be cancelled thanks in some part to your dedicated team. They worked incredibly well with such a lovely attitude and smiles all round. It was great to see those attitudes and behaviours."



Meet our new green team...

THERE'S been a fresh, new look on our wards and departments after a drastic uniform new-look in estates.

Our cleaning and support colleagues now wear lime green tunics and dark blue trousers - the first change in years. They all have name badges too to help communications with ward colleagues and patients.

Maxine Lodge, pictured, who has been with us for 11 years and has Acre Mills and Acre House on her patch, said they were a big improvement. She added: "They are a much, much, lighter material to wear which really does make an obvious difference. There are also pockets and elastic waistbands - much better to work in."



The HRI team has around 180 colleagues helping CHFT deliver care to our patients and their families.

The janitors will be in grey tops and the supervisors in a different shade of green. Word has it that strapping facilities manager Jason Bushby looks like the "Hulk" in his - see him on the back row.



Celebrating the lives of Mark and Susan

MEMBERS of our infection prevention and control teams took part in the Colour Run, right, in memory of colleague Mark Ronan who died this year.

He only joined the Trust last October. He was diagnosed in January and sadly died three months later from cancer. All funds will go to Overgate Hospice.

Colleague Jean Robinson, said: "Mark was one of those people who was loved by everybody. He had a wicked sense of humour and was very popular within the team and on the wards."

● And a poignant presentation was made at the Halifax Baby Cafe by the daughter of our midwife Susan Stephenson.

Emily Stephenson, who volunteers at the Cafe, attended to see a bookcase unveiled, pictured far right. It was bought with a donation to the Cafe from funds raised in her mum's memory.

Susan, a well-loved midwife and mother of five, sadly lost her battle with breast cancer in September. Susan supported many women and families in the Halifax area of West Yorkshire and had supported mothers at Calderdale Baby Café for 13 years.



In memory of Mark, above

In memory of Susan, below



Innovative discharging boost

WARD managers have risen to a challenge given to them by Associate Director of Nursing, Tracy Fennell and Deputy Associate Director of Nursing, Gemma Berriman.

As a part of the Safer Patient Flow Programme, they were asked to test new and innovative ways of planning discharges to help patients go home in the morning rather than waiting until the afternoon.

Whilst some of the wards haven't fully implemented changes, the proportion of discharges which happen before midday has risen to 20% across the Trust, with some wards exceeding the 40% target that the Trust has set.



One of the best in region

AFTER a great deal of hard work from all members of the multidisciplinary team the stroke team have managed to improve their SSNAP score (Sentinel Stroke National Audit Programme) from a D to a B; which puts us second in the Yorks and Humber region after Scunthorpe General Hospital.

The turnaround has been due to introducing new ways of working to make the service better for our

patients provided by tremendous team spirit on the unit.

Stroke Clinical Lead Dr Pratap Rana said: "Our nurses are working round the clock delivering thrombolysis and are under immense pressure and cope very well. This is a much better, streamlined service for our patients and their families and we are delighted to see this recognised in our new care rating in the National Audit."

#hello my name is... Asif Ameen

I only joined the Trust in July, but have thoroughly enjoyed my first few days here and have met many wonderful folk. I already feel part of the team so thank you to everyone - long may it continue!

What is your position?
Director of Operations – Medicine.

Tell us about your career background?

A series of sales and marketing jobs from the age of 16 whilst in full time education. I used to love it and was convinced that my future was in sales until I stumbled across the NHS Management Scheme and the rest as they say is history. My first role was based in Barnsley where I also had the 'Cook's Tour' of the NHS followed by 2 further placements, including a 3 months period in Canada. Since graduating from the scheme I have held a variety of positions across NHS Trusts, the private



sector and overseas working in the Middle East.

What are the best bits about your job?

I know it's an old cliché but it's the variety on offer; the chance to meet and work with people from so many diverse backgrounds, that's both colleagues and patients/public.

What is the highlight of your career so far?

I think going out to the Middle East and testing myself in a completely

new environment was a real highlight for me. Also, getting to work with professionals from all corners of the world and having the opportunity to visit places such as Malaysia, Singapore and Thailand to see how different health systems operate. I suppose it's made me appreciate the NHS even more than I did before, seeing countries far and distant working endlessly to try and emulate parts of what we have achieved and sustained here across our health systems.

Sum up your role in three words?
All About People

What did you want to be when you were growing up?
I'd like to think I'm still in the midst of the growing up process so... a professional footballer. I think I'm nearly there (you heard it here first) and hope to combine the job with my role as Director of Operations – Medicine!

Who is your hero/heroine and why?

I don't really have any heroes or heroines as such but as a keen sports fan I would say Roger Federer (pictured). He is a joy to watch and has operated with sheer class and quality for the best part of two decades. Plus we have a very similar style of playing.

When you are not at work how do you relax?

Following the recent addition to our family the answer is not being at home! Usually it's the outdoorsy stuff – country park walks,

being on the cricket pitch on a Sunday, a round of golf; just being active as much as possible. The good weather certainly helps – in winter it's 5-a-side football and squash/badminton.

What is your favourite place?
Being on safari probably – although visits are too few and far between!

What would people be surprised to know about you?

My passion and enjoyment of video games seems to be increasing by the day (the extent to which is the real surprise) - I'm sure you can imagine how much of a hit this hobby is with the wife!!



BME Health Forum



OUR health visiting team recently attended a BME Health Forum at Queens Road Neighbourhood Centre in Halifax.

They took the opportunity to raise the profile of health visitors with other participants: Community commissioners, Macmillan Cancer Support, Local GP representatives, Smoking Cessation, and the Better Living team.

Friends donation



THE LEAGUE of Friends have recently donated a Doppler machine which will speed up a patient's pathway to surgery.

It is used to help assess patients' circulation to see if they have a good enough blood supply to be able to undergo an orthopaedic operation. By having this assessment tool on the department the doctors are able to assess the patient on the day of the appointment, rather than having to wait for further assessments and then having to return to the department at a later date for a further appointment. Thanks to them.

Slimming club



WARD 4C/Gynaecology Assessment Unit have held a charity event to raise money for The Fire Fighters' Charity in memory of the mother of staff nurse Deborah Farmer.

The team held a slimming club on the ward for 12 weeks from the beginning of January. Called the Fat Club, the team set about losing weight and raising money.

They managed to raise £360 through membership of £1 a week to the club, and members were encouraged to stick to target by paying extra if they gained weight.

Nervecentre's 1m obs

SINCE Go Live in February 2015 CHFT has completed over 1 million sets of observations using Nervecentre.

This is a fantastic achievement and we decided to take the hamper full of goodies provided by Nervecentre to the ward where it all began 16 months ago, 5C at CRH.

Nervecentre is now an integral part of the way we look after our patients here at CHFT, ensuring that obs are done when patients they need them, and escalations are automated and more efficient. Read more on EPR in the special edition.

● Meanwhile, FSS have celebrated a year using the Electronic Patient Record – a significant achievement given the enormity of the project.

FSS division is the first area in the Trust to go 'paper light' and whilst it

has presented itself with difficulties you would expect along the way, the staff have risen to the challenge and we are realising more and more the benefits using an electronic system has to offer.

Moving forward, the team are looking to showcasing their achievements within the division along with other IT initiatives so please watch this space.



**Above: Nervecentre hamper.
Right: celebrating one year of EPR**



Great work Tina and Gemma!

GEMMA STOKES graduates this summer alongside students as old as her son!

She has completed her Level 4 Certificate for Occupational Health (OH) Technicians at Leeds Beckett University which provides the theory behind the practical work in her role particularly with regards to Health Surveillance. The qualification is studied in three parts; Personal Development in Practice, Working in OH and Working with People.

Gemma joined the OH team four years ago spending three years as receptionist prior to beginning her new role as Health and Wellbeing Assistant last year. Before OH she was a ward clerk for nearly 10 years on the General Surgery ward at CRH before being redeployed due to the wards closure.

● Also, after becoming a Locality Manager working with health visitors out of St John's Health Centre, Tina Suthers wanted to develop her skills in management. She is already putting some of the techniques she learned to good use in her role.



**Above: Gemma Stokes
Right: Tina Suthers**



She had to complete nine modules in total. Some of the studies were classroom-based over weekends, with the majority completed online – including submitting five assignments of at least 3000 words! About the course, she said: "It was really useful to get the perspectives on what the other people on the course felt; it wasn't all about nursing and all areas of the NHS were represented."



Success story for first year

OUR REWORKED Respiratory Care team has been one of the big successes of the past year, as our community division sees its first birthday. We have taken on the huge project of making this care more streamlined, seven days a week and put simply, just better for our patients.

Project lead and respiratory physio Heather Moffat said: "There are so many little arms to this yet they are all starting to come together now. There's a real team spirit behind the

changes and a real sense we are making a difference for our patients."

The changes have also proven to work in other parts of the country and at the heart of it is a team made up of many roles and bands and all based at St John's Health Centre in Halifax.

Eventually it is hoped for the service to become part of primary care moving into GPs. The team is funded by Calderdale CCG which places a high priority on the new approach as a better way for patients.

Halifax Gala



COLLEAGUES from the elective orthopaedic unit at CRH on wards 8ab have a stall at the charity gala every year. This year's gala was a special occasion as it was the 60th anniversary, and as usual the whole unit was involved in making it happen.

The team, this year represented at the gala by Linda Denham, Trish Mitchell, Karen Melling and Julie Howell (pictured), set up a tombola, as well as cake and plant stalls and sweets in a jar. They dressed their area with skeletons representing the body's bone structure and wore t-shirts - all to raise funds to enhance our care for patients.

Matron Karen Melling told us: "It's great because our family members also help out on the stalls and they work just as hard so deserve a big thank you as well. It's a real team effort and one that we are very proud of."

Champi-o-nes – in Elland!

OUR 5-a-side tournament hosted by Occupational Health teams to promote Men's Health Week was a great evening, with Finance beat Medicine 1-0 to lift the trophy.

The final was a tight affair with little clear cut chances and injury led to the winning goal.

Organiser, Matthew Bleach, said: "The winner came about when Medicine's defensive rock Calum Maciver strained his calf and allowed them through on goal which was expertly dispatched."

Right: the winners celebrate



Gill steps out at night in aid of cancer research

GILL HARRIES, General Manager for Children's services in the Families & Specialist Services (F&SS) division, completed the "Moon Walk" recently, power walking 26.2 miles overnight with friends raising awareness and money for breast cancer care and research which is predicted to affect one in eight women in the UK.

We asked Gill (pictured with her friends before the walk) a few questions about it:

Q: What made you enter?

A good friend died of breast cancer last year in her 40's which was really sad and I have two other friends who have recovered from breast cancer so it felt a good thing to



do – in fact they walked with me.

Q: What was the most challenging part of the walk?

Walking through the night and dealing with blisters!

Q: How long did it take you?

6 hours 45 mins

Retiring... but returning

Ward 14 manager, Lynn Stott, has retired after more than 40 years nursing.

She's been counting down the pay days for nearly three years when it was 30 to go, and can't believe the time to her retirement has flown so quickly.

She said: "Every day has been different. I have met a lot of people and there have been many, many changes but I have enjoyed every minute of it. It has been my life."

She trained in Huddersfield in orthopaedic nursing in 1973 and went on to become a staff nurse. For 19 years she worked at the Nuffield in Birkby then came back in 2002.

She has been ward manager on Ward 14 for the past years and has also worked on urology on ward 22. She was closely involved in the intentional rounds and skin bundle work a few years ago.

Her work in lithotripsy - blasting



stones away with x-rays – was a finalist in 2015 Celebrating Success and she will return to that work part time at the end of summer.

At her ward party, colleagues gave her flowers, prosecco and Matalan vouchers, and she had a further do at Grappolo's.



A shining example of design

OUR partners, long-established Huddersfield firm Fred Shaws, have designed some stunning chrome banners for the Wall of Fame located at HRI & CRH.

They copied the font and designwork for the Star Award and used a natural fibreoptic laserhead

to produce these stunning signs in aluminium for the walls.

David Sutton, from Fred Shaws, said: "It's our pleasure. We've been working with HRI for around 20 years and we used our new equipment to produce them which has given us an extra string to our bow too."

Big Brief

Here's a round-up from July's Big Brief:

Safe: Inpatient falls with serious harm increased - action plan in place as part of CQUIN on safety huddles. Improvement in overall PPH rates – keep up the good work

Effective: There were three cases of C Diff in May – Really important to keep up good practice on hand hygiene

Caring: A slight increase in complaints closed within timeframe to 38% - focus divisionally to improve performance further

Responsive: We are 2nd only to Harrogate in performance of our Emergency Care Standard despite a drop in performance in May to 93.47%. We are also seeing real improvements in morning discharges

Workforce: Sickness absence at lowest position for more than 12 months, though return to work interviews still need focus

CQUIN (Commissioning for Quality and Innovation): On plan to hit 3 out of 4 Q1 targets with a new prompt in EDIS at triage for Sepsis

Financial Performance – May (Month 2)

- YTD Deficit of £5.87m against a planned figure of £5.81m – we will need to recover this variance to come back in line with our planned deficit
- Agency spend in May £2.5m
- Forecasting year-end deficit of £16.10m
- It's important we do not have a higher deficit than this and we work to contain agency spend
- Why? Because the receipt of £11m funding from the Department of Health relies upon us achieving our planned deficit, achieving key targets and reducing agency spend

Cost improvement programme (CIP)

- Month 2: Delivered £1.26m against target of £1.24m
- Forecast: Forecasting £14m at year end

Feedback *

@AndyTheGaffer: Normal service resumed home 2 days early. @CHFTNHS fantastic surgeons, ward 8b staff ace, great service, thanks.

@Aimeetweeting: Top mark to ward 22 HRI @CHFTNHS this evening for their sensible approach in caring for someone with #dementia in particular Staff Nurse Claire and HCA Anthea who have just made theirs, the patient & family's life so much easier this evening.

"The team in Blood Clinic indeed all staff based at CRH are a wonderful and shining asset to the NHS and I cannot thank them enough for the help this morning and would be grateful if you would pass this message on as I feel while mean stream media is happy to reflect on negative sides of the NHS its occurrences like today which aren't given the praise it deserves."

*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 August 12.