

TALKING POINT

January
2018



No Delays in 7 Days - your success stories!

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together we do the amazing

Patient notes start to go digital

SOUTH Tees has taken a step towards introducing paperless patient notes – a move which will ultimately make health records more secure and accessible.

The Trust is gradually introducing a new electronic document management system across all of its wards at James Cook and the Friarage.

First to benefit from the digital software was children's services which started to pilot the new digital e-forms in September.

The Evolve Clinical Noting system will eventually replace all healthcare records at the Trust. Clinicians will still have access to past paper records, but any new information will go into the electronic system so they can securely access it instantly from any NHS site.

There are a number of benefits for patients including:

- **It's more secure** – staff can only access the system if they have an account. Privileges are set to allow the right people to add or view the digital notes
- **It's live** - information entered about patients is instantly available to clinicians
- **It's efficient** – using the system will speed up our administrative processes and over time will give patients a more coordinated service
- **It improves reporting** – in time we will be able to quickly share information by email with GPs and local care providers

Consultant in Anaesthesia and Critical



Project leads Lisa Lizzio (right) and Ian Whitehead say goodbye to paper based notes on the children's wards at James Cook

1.5 million case notes have been digitally created

Care and Clinical Project Lead Ian Whitehead said it will improve the delivery of patient care and transform the working lives of staff.

"Patient records are currently paper based and can be located across numerous places in our hospitals or community health services," he said. "This can often mean that the complete picture of a patient's health and care is not immediately available to a clinician at the point of care.

"Evolve will enable colleagues to have access to all the information they need at all times and in all locations, with the digital record available 24 hours a day, seven days a week. It's a stepping stone towards a complete electronic record."

As part of the project 1.5 million case notes have been digitally created and

18 months of historic letters are being migrated into the system. Any paper documentation that is received in future will be scanned onto the system.

Clinical Noting Project Manager Lisa Lizzio said: "It has taken a lot of hard work to ensure we are delivering a system that is safe and fit for purpose but it's very exciting to be able to roll this out across our hospitals starting with our children's services.

"Over time patients will see a more streamlined service with clinicians having improved access to clinical records."

Jo Kelsey, Paediatric Day Unit Manager, added: "Although there have been some teething problems, staff have worked through them with the team and are now in a position where we can see the benefits of the system in helping us to provide the best patient care that we can. We look forward to seeing how the system will further develop in the future."

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Hospital wedding bells for Jack and Emma

THE day after Jack Kane was told he had just weeks to live he got the nurses to lift him out of his wheelchair and put him down on one knee to propose to his partner Emma Clarke.

Eight days later after a whirlwind of planning, the bride and groom were married in the chapel at James Cook, surrounded by close friends and family. But the story doesn't end there...

For what doctors thought was a cancerous tumour on Jack's spine is now suspected to be a very rare neurological condition called Neuromyelitis optica (NMO) which is also known as Devic's disease.

And as Jack gave his emotional speech at the couple's wedding reception in Billingham Synthonia Club, he was able to deliver the best wedding gift to his delighted guests – the news he wasn't terminally ill.

It has been a rollercoaster journey for the 23-year-old who, in the space of three months, went from working full-time and enjoying the odd game of field hockey as a goalkeeper to losing the use of his legs with the uncertainty he will ever be able to walk again.

The couple's moving story has certainly touched the hearts of the nation and after sharing it with the local media, it quickly went national appearing in the broadsheets and tabloids and national radio, with requests for interviews coming from as far afield from Australia.

"I was always going to marry her – we've known each other for nearly ten years and have been together for the last three. From the day I first met her I knew I wanted to be with her," said Jack.

"So I got my mum to get the ring and the nurses put me down on one knee to propose. We were married eight days later - why waste any time?"

Jack and Emma tied the knot in the hospital's chapel in October after the stunning bride - dressed in a beautiful white gown – was walked down the corridor by her dad and four-year-old daughter Lola.

And while the couple might have to wait a while for a honeymoon, they have been overwhelmed by the love and support they have received from everybody.

Emma said: "The love, support and strength we've received from family, friends and people who just heard we were getting married has been absolutely overwhelming. We can't thank everyone enough who have been there for us and helped make our day so amazing."

Jack added: "The staff on ward 27 have also been truly amazing – if you've a question to ask or if you just need someone there to put a hand on your shoulder, they are there for you. We class them as family."

Read their full story at southtees.nhs.uk/news/hospitals/hospital-wedding-bells-jack-emma/

He was able to deliver the best wedding gift to his delighted guests...



Emma, Jack and Lola



Yoga success for Parkinson's patients

PEOPLE are often aware of the main motor problems people with Parkinson's have to cope with but what about the non-motor symptoms such as anxiety, pain and poor sleep?

Parkinson's UK promotes Yoga for people with the condition as it has a number of recognised benefits.

Yoga helps a person to connect the mind and body and by doing so it helps reduce stress and anxiety by keeping the mind focused on the present throughout the practice.

It also improves balance, lower and upper limb strength. This can assist in improving a person's physical and psychological wellbeing which contributes to improved self-management of their condition.

Debra Gallant, Parkinson's Occupational Therapist, set up three taster sessions for patients at Redcar Hospital with British Wheel of Yoga teacher Andrea Cook and feedback has been very positive.

It is hoped community sessions will be introduced in future.



Raising a cup to the start of building work on multi-million pound cancer centre

PATIENTS and staff raised a cup to mark the start of building work on The Sir Robert Ogden Macmillan Centre at the Friarage as part of the World's Biggest Coffee Morning.

The annual Macmillan Cancer Support charity event coincided with construction getting underway on the new multi-million pound cancer centre at the hospital, which is being funded by local philanthropist Sir Robert Ogden, Macmillan and the Trust.

They were joined by Lady Halifax, President of Macmillan Cancer Support, the Trust's Chief Executive Siobhan McArdle and local MP Rishi Sunak.

"We are very excited that, in partnership with Macmillan, Sir Robert and Lady Ogden and Interserve, we are now starting to see this ambitious project come to life on our Friarage site," said Siobhan.

"The fact it coincided with Macmillan's World's Biggest Coffee morning made it a perfect time to celebrate the progress being made on the centre, which will enable us to further enhance our delivery of cancer services closer to the



Lady Halifax raises a cup to mark the start of the building work

population we serve.

"This new development, which staff and patients will see beginning to take shape over the coming months, demonstrates our long-term commitment to delivering clinically safe and sustainable services to the people of Hambleton, Richmondshire, Whitby and the surrounding area from the hospital."

The centre will cost in the region of £10m, providing a modern, state-of-the-art facility for cancer patients, their carers and relatives and will include a chemotherapy treatment lounge with capacity to treat up to 35 patients a day, complementary therapy facilities and treatment and consulting rooms.

A Macmillan Cancer Information and Support Centre and supporting accommodation for patients, which will include telemedicine facilities, will also be key features of the development.

Brian Durlik, 57, of Richmond, underwent both surgical and chemotherapy treatment for bowel cancer in 2016.

Mr Durlik said: "The centre will be of enormous benefit to patients, as it will provide a place where anyone who is affected by cancer, directly or indirectly, can openly discuss and get advice from a highly competent and very dedicated team of Macmillan nurses.

"Throughout my treatment, the support both me and my wife have received from the consultants and other nurses at the South Tees Trust has been incredible."

Community midwife retires after 40 years

VETERAN midwife Anne Court has retired after 40 years of helping hundreds of babies into the world at the Friarage and across the local community. Yet the first time she witnessed a birth, she fainted!

"I saw my first delivery at Greenbank Hospital in Darlington and it was so hot in the room that I passed out... I just thought oh goodness what have I done?"

After doing her general training at Northallerton and then qualifying as a registered nurse, Anne was approached by 'matron' to see if she would be interested in working at the Mount Maternity Hospital in 1977.

While it wasn't her first career choice, Anne's passion for the job quickly grew and she steadily progressed from being



Fond farewell: Anne with staff and our youngest model, beautiful Ruby Owen who was just six days old when this photo was taken. Thanks to mum for giving permission!

a staff midwife to sister, dedicating her time to mums and babies on the maternity ward until the mid-1990s when she joined the community midwifery team.

She admits she's lost count of the number of babies she has delivered over the years but estimates between 700 and 800.

"I've never lost the buzz of helping mums and babies – I always said if I did it would be time to stop but for my whole career I've loved my job," she said.

"I also really enjoyed training and mentoring the student midwives when I was at the Mount and, of course, I'll miss the team – they're more than colleagues, they're my friends."

Community midwife manager Julie Larder added: "Anne is just a diamond who has been a true professional throughout her career and also a great support to all her friends and colleagues – we'll miss her!"

Building a sustainable future for the Friarage

OVER the last few months we have been talking to staff, the public and other key stakeholders about the development of a long term, sustainable plan for the Friarage.

Recruitment difficulties are currently impacting on a number of service areas in our hospital including critical care, overnight anaesthetic cover and accident and emergency.

The purpose of our programme of engagement – entitled 'Building a sustainable future for the Friarage' - was to gather feedback and thoughts on how we can deliver safe and sustainable services over the next ten to 15 years, given our existing challenges.

Running from early October until 20 December, 12 public engagement events were held across the Hambleton and Richmondshire area and our staff also attended a number of meetings at Town, District and Parish Councils and community and voluntary groups.

People also had the opportunity to share their views through an online and paper survey which, at the time of Talking Point going to press, had been filled in by 700 people.

Early feedback from engagement includes:

- People are passionate about the



hospital and the services it provides

- Recruitment – lack of understanding about career choices for doctors, availability of doctors, financial incentives to recruit, cross-cover of consultants across both sites
- Lack of understanding about clinical independencies within the hospital
- Good quality care is important to people
- Patient transport, distance and rurality a key issue for both patients and visitors with ambulance response times in rural areas
- Access to services with the growth in housing developments/ Garrison extension

In addition we held a series of drop-in sessions for staff and a number of clinical working groups – overseen by a clinical steering group – were also established to oversee the potential scenarios and impact analysis.

Two independent reviews were also conducted by the Royal College of

Anaesthetists and the Royal College of Emergency Medicine.

Dr Adrian Clements, Medical Director at the Friarage, said: "Throughout engagement it was really important to let the local population know that the Friarage Hospital is, and will remain, an integral part of our organisation and a key point of service delivery.

"As one of the smallest hospitals in the country, the Friarage will always be more vulnerable to these national challenges due to its size and our main concerns were around the long term sustainability of our clinical areas where patients need round the clock urgent care from experienced medical staff.

"What our programme of engagement has done is help to start a wider discussion about these pressures and help us shape a plan for the future to meet the needs of the population. While we have to be realistic about the challenges we face, we need to explore opportunities to further improve the care we provide."

We are now gathering all themes and outcomes coming out of our engagement period which will be considered throughout the development of potential clinical models for a sustainable future which, if agreed, would lead to a formal consultation process in 2018.

Double donation from the Friends

A DOUBLE donation of bladder scanning equipment has been made by the Friends of the Friarage to support local patients.

The dedicated fundraisers, who celebrated their Diamond Jubilee year in 2017, purchased the scanners – collectively worth £10,300 - for the community continence nursing team and the gynaecology department.

These portable, hand-held ultrasound devices enable staff to perform quick, easy and non-invasive scans of the bladder by ultrasound to reflect sound waves from the patient's bladder to the scanner. Data is then transmitted to a computer in the handheld unit to automatically calculate the bladder volume.



Generous gesture: (left to right) – Colette Anderson with Upendra Somasundram and Michelle Payne

Dr Upendra Somasundram, now Co-Chairman of the Friends of the Friarage, said: "We're delighted to support this investment and contribute towards these important services at the Friarage."

Continence Specialist Nurse Michelle Payne said: "We'd like to take this opportunity to thank the Friends and everyone who has contributed to fundraising for this vital piece of equipment, which can help to prevent unnecessary admissions to hospital.

"Having instant access to a bladder scanner in the community allows us to perform this simple, non-invasive and painless procedure which will give us valuable, timely information and ensure problems are identified at an early stage, allowing us to manage patients in the community."

Urogynaecology Specialist Nurse Colette Anderson added: "This has made a massive difference to our patients – a huge thank you to the Friends."



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Reducing the risks of Type 2 Diabetes

THE number of people in the UK with diabetes has increased sharply in the past decade and shows no sign of slowing down.

Approximately 6% of people in the UK are now diagnosed with diabetes - 90% of these have Type 2 diabetes.

Diabetes UK has warned that, with one in 17 people now diagnosed with the condition, the need to improve diabetes healthcare is now more urgent than ever.

The outcome of a diabetes diagnosis can be devastating due to the links with cardiovascular disease, strokes and deterioration of the small blood vessels of the eye, kidney and feet.

Complications associated with diabetes cost the NHS £10billion last year and this fails to account for the misery of disability such conditions can cause an individual.

However, Type 2 diabetes can be relatively easy to control, and achieving good control can significantly reduce the chance of health problems occurring in the future.

It's understandable that people often struggle after being diagnosed with Type 2 diabetes. Some find it difficult to understand what has happened or are afraid after being diagnosed with a

life-long condition or feel worried that they have caused their diagnosis by over-eating or putting on weight.

The DESMOND programme (Diabetes education and self-management for ongoing and newly diagnosed) has been designed to help people to better understand how to manage their condition.

The free course is run by nurses and dietitians from the South of Tees Community Diabetes Team - who recently scooped the national accolade of "DESMOND team of the year" - and is offered to people who are diagnosed with Type 2 diabetes in the local area.

Participants are referred by their GP surgery and attend two half day sessions and are able to choose an

afternoon or evening course held at a number of local locations. 50 courses are run throughout the year (one of the highest DESMOND provisions in the country) meaning a course is offered shortly after diagnosis when people need support the most.

The programme addresses why a person has been diagnosed, advice on diet, medication and activity and helps to understand the health changes they may need to make to reduce their chances of developing other problems. Learning

Participants learn how to live their lives with diabetes



Winning team (left to right): Julia Ruddock, Jenny Richardson, Julie Allison, Thamara Amarasekara and Pam Sherriff (Not pictured but also part of the winning team were Leoni Garden and Sarah Artley)

in groups also helps to learn from other people with the condition.

Julie Allison from the South of Tees Community Diabetes Team said: "Participants learn how to live their lives with diabetes and feel empowered to maintain a healthy lifestyle to avoid problems occurring later.

"It's great teaching the course too, especially those 'light going on' moments when people really understand how to manage the condition and lose their fear."

Chris retires after 46 years

CHRIS Sinclair celebrated her retirement with a party in the staff restaurant after clocking up 46 years with the Trust.

Chris has dedicated 24 years to pain management, including almost six years managing pain and sleep services.

Chris said: "I'm very, very lucky that going is so difficult, the staff here have made the last 20 something years of my career in pain management the best ever."



Chris Sinclair celebrates with pain management colleagues

Jo Angus, Specialist Nurse added: "Chris has been our Mrs Motivator. She is a born leader who is a true inspiration and will be sorely missed, but she leaves behind a legacy that we are all extremely proud of."

The team went on to nominate Chris for Acute Pain Nurse of the Year at the National Acute Pain Symposium and she won - a fantastic way to end her career and gain formal recognition for the fantastic work she has delivered!

Hand surgery while you are awake!

PATIENTS at The James Cook University Hospital can now undergo hand surgery while they are awake!

Trauma experts at the Middlesbrough Hospital have been piloting a new hand block service since January which uses local anaesthetic to numb the nerves so you can stay awake to watch your operation and chat to your consultant throughout the procedure.

As patients do not have to be put to sleep there is less risk of nausea, vomiting and the complications associated with having a general anaesthetic. It also means patients can go home and eat and drink immediately afterwards.

The nerves can be temporarily numbed above the collar bone, below the collar bone or in the arm pit and an ultrasound machine is used so the team can see precisely where the injection is going.

"In the past some patients had to stay overnight, but now we can get them home straight after the procedure and follow them up with a phone call two days later," said Hand and Plastics Surgeon Anna Barnard. "They should have the full feeling back in their arm four to 24 hours later."

As well as being better for patients it also frees up theatre recovery beds and there's significant savings in terms of nursing costs.

Consultant Anaesthetist Patrick Chiam added: "People are surprised to be offered the nerve blocks, but most are happy to try it! The service is already receiving 98% patient satisfaction rates and our staff are really enthusiastic about it too!"

In the future the team hope to set up a dedicated block room so they can extend the service to benefit even more patients. They are also planning to fundraise to buy their own ultrasound machine.



Consultant Anaesthetist Patrick Chiam prepares a patient for surgery



The Hand Block Team - Patrick Chiam, Consultant Anaesthetist, Stuart Finn, Service Manager, James Winnard, Clinical Director, Emma Reay, Orthopaedic, Hand and Wrist Surgeon and Anna Barnard, Hand and Plastics Surgeon (left to right).

David's story

DAVID Dixon, 38, was one of the first to undergo hand block surgery at James Cook.

The Investment Manager from Ingleby Barwick injured his finger during a goalkeeping save which saw it swell to twice its normal size. At first he thought nothing of it but was shocked to discover he needed an urgent operation.

"I was a little bit nervous about going under general anaesthetic and said I would prefer a local anaesthetic - as luck would have it they were about to start the hand block surgery," he said.

"The actual operation was quite surreal. It was weird having someone operate on you while you were talking to them. The team made me feel very comfortable, they were chatting to me and having a laugh with me. I was so relaxed that my blood pressure and heart rate barely increased.

"It was great because I wanted to get home and be comfortable in my own surroundings. Plus I didn't want to take up a bed when I only had an injured finger! I also liked the thought of not losing control.

"I went into theatre at 9.30am, was

home by 12.30pm and was picking the kids up by 3.30pm!"

David described the service he received as "astounding" adding: "I had complete trust in my surgeon Anna Barnard, she was very professional, very caring and soon put me at ease."



David Dixon, one of the first patients to undergo hand block surgery at James Cook



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Children's diabetes team flying the flag for the North East

CHILDREN'S diabetes teams at James Cook and the Friarage have been successful in gaining a place on an innovative, national pilot programme.

The Diabetes QI Collaborative is a learning programme accredited by the Royal College Paediatric and Child Health (RCPCH) aimed at leading and supporting teams to transform their service using proven Quality Improvement methodologies.

Applications were received from centres across the UK and South Tees was one of the 12 teams chosen for this exciting new QI project and the only team from the North East.

Alison Murray, Paediatric Diabetes Specialist Nurse said: "The application process required us to showcase our current service and determine any areas we would like to further improve. Competition for places was judged by an expert panel and we were overjoyed to be chosen as a pilot site.

"The team are looking forward to meeting other teams from across the UK in Birmingham on a number of training days and are keen to develop the service provided to our families, children and young people who are living with diabetes."



Trust builds on research success as it leads pioneering trial



Professor Andrew Owens, Director of Education, Research and Innovation

OUR clinicians continue to build on their successful record for patient-centred research, development and innovation by leading a pioneering trial which could, ultimately, be used as a first line to detect osteoporosis.

In their latest partnership with IBEX Innovations Limited (IBEX), €1.6million was secured from the European Union's Horizon 2020 research and innovation programme to investigate the effectiveness of their equipment, which can pick up bone density information alongside conventional X-ray images.

The Sedgefield company worked with Orthopaedic Surgeon Professor Amar Rangan to turn their draft protocol into the two-year grant-funded clinical trial.

In the UK, osteoporosis affects over three million people with more than 500,000 patients receiving hospital treatment for fragility fractures every year. The cost to the UK health economy is an estimated £2.3billion.

Currently, X-rays are used to initially diagnose a fracture but provide no information about a patient's bone density. Consequently only patients considered to be more 'at risk' of having osteoporosis - typically the over 60s - will be referred onto a specialist clinical where a 'DEXA' scan is taken.

Under the new study, the IBEX X-ray detector technology will 'upgrade' standard hospital X-ray equipment so that it also measures bone mineral density at the same time, potentially



Orthopaedic Surgeon Professor Amar Rangan

providing a quicker, more accurate diagnosis of osteoporosis of patients presenting with a fracture.

Professor Rangan - the trial's Chief Investigator - said: "If we can demonstrate this new technology is safe, reliable and effective, the benefit to patients and the NHS could be huge in terms of patient outcomes and cost effectiveness.

"The study will involve our orthopaedic team and mainly concentrate on patients with hip and wrist fractures where we will test this new technology alongside the current way we diagnose fractures and plan treatment."

If successful, data from the trial will be used to certify the IBEX technology as a medical device, allowing widespread adoption in healthcare markets.

Dr Neil Loxley, CEO of IBEX, said: "We are thrilled and delighted to have secured funding from the EU Horizon 2020 research and innovation programme. We are really looking forward to working with our partners in the project to bring our important and innovative solution to market."

Professor Andrew Owens, the Trust's Director of Education, Research and Innovation, added: "Our ambition is to grow our reputation as a leading regional and national provider of safe, innovative, high quality care which is underpinned by research-led clinical evidence. We're delighted to be working with the team at IBEX and other respective partners on this exciting healthcare project."

Specialists join forces to perform unique op

DAVID Lewis searched all over the country to find a surgeon who would operate on him when he was diagnosed with a tumour in his chest that was precariously difficult to reach.

Four years ago David was diagnosed with parathyroid adenoma - a tumour of the parathyroid gland which causes very high calcium levels.

"It makes you feel absolutely terrible," said David. "Your body goes into meltdown. It causes osteoporosis, tiredness and brain fog as well as renal and gall stones. But if you can remove it, there's no more side effects."

Sounds simple, but David had previously had a bypass graft, and the tumour - which was the size of a golf ball - was sitting right next to the new blood vessels that had been placed to keep his heart going, which added a huge complication.

David and his family met with medical experts from right across the country but all deemed it too dangerous to operate via

conventional surgery and an attempt at embolisation to destroy the tumour failed. But then the Heath Hospital in Cardiff referred him to Joel Dunning, a Cardiothoracic Surgeon at James Cook.

Mr Dunning got a team of specialists together for a six-hour operation using the Trust's Da Vinci Robot and a special dye which lights up blood vessels, more commonly used by the gynaecology team, to determine the exact location of the bypass graft.

"We knew he needed the operation, there was no other way," said Mr Dunning. "We had the amazing vision and precision of the robot and the use of a special dye to see where the bypass graft was so we were confident we could safely carry out the procedure.

"We have done a lot of thymectomies and lung surgery with the robot and this combined the two techniques, plus I have been a heart surgeon as well.

"We brought a team together of multi-disciplinary specialists to fix a unique problem. That's what's so good about

James Cook - all the different specialties are here under one roof!

"There was a big relief moment when we got the tumour out, and got the all clear from our pathology team to confirm we had got it all!

"It's nice to design new operations that were not previously offered. We have got very good at doing novel things!"

The procedure involved a range of specialists including Radiologist Richard Hartley, Endocrine Specialist Wael El-Saify, Cardiac Surgeon Simon Kendall, Anaesthetist Robert Mitchell and the Pathology and Biochemistry team. Training was also provided by the Gynaecology team on how to use the dye.

A week later David was discharged from hospital and he was soon heading back to his home in Wales.

"The only surgeon who was prepared to do it was Joel Dunning - he is a pioneer of surgery," said David. "I'm very happy with the level of care I received at James Cook - I had a first class service!

"I would also like to thank my wife Mary, sons Stephen and David and grandson Cian for their support throughout."



Consultant retires after exemplary contribution

PROFESSOR Win Tin has retired after more than 23 years with the Trust - and over 30 years NHS service - in which he made an exemplary contribution to neonatology.

Dr Mithilesh Lal, Clinical Director for Neonatal Services said: "Prof Tin has been an exceptional clinician to have helped thousands of children, parents and families. He is a veteran researcher and has led a multitude of large clinical research in neonatology trying to address key research questions.

"His peer recognition amongst international neonatal clinicians is well established with international experts still quoting a large body of published research work from Prof Tin in leading scientific journals.

"He has been a pillar of support for hundreds of medical students and trainees alike, and has always set the highest benchmark in supporting trainees towards their educational clinical supervision. Of all the medical and surgical royal colleges he hosted the first Royal College Exams in Paediatrics in our trust and this trend has been maintained over the years.

"We are privileged and proud to have been associated with his clinical work and to have him as a colleague leading a department

that is recognised nationally and internationally. His key role in the success of the International Neonatal Conference in Middlesbrough is a well-recognised event in the annual calendar for neonatologists and he was singlehandedly responsible to see through the success of this conference over the past 25 years.

"We wish him well in his retirement."



Caring physio will be greatly missed

THE physiotherapy service at South Tees was truly saddened to learn of the death of senior physiotherapist at the Friarage Nigel Wilkinson on 7 July 2017.

Nigel was a diligent and caring physiotherapist whose friendly and energetic nature will be greatly missed across the Trust.

His contributions to the Trust during his 10 years of dedicated and selfless service were many and varied. His commitment to patient care and the high standards of physiotherapy he provided have certainly had a positive impact, not just on the patients, but on everyone who worked with him.

Nigel will be dearly missed by all in the physiotherapy department, but his absence will be particularly felt at the Friarage, where he devoted so much of his time caring for patients



on the Critical Care Unit and the Acute Surgical Wards.

He was undoubtedly a major part of the Friarage and this is borne out by the many heart felt comments we received from all members of the teams Nigel worked so closely with.

Though many of Nigel's friends and colleagues were able to attend his funeral, at his family's request a

memorial service to celebrate Nigel's life was held at the Chapel at the Friarage in September. The service was led by Chaplin Rodney Breckon and had contributions from family, colleagues and one of Nigel's patients.

Two of his closest therapy colleagues, Amanda Burns and Katie Langford, said: "He will be very much missed in our therapy team we will never find another Nigel, he was definitely unique! He brought with him a sense of fun, but worked hard and expected the same of others. We often get asked if Nigel Wilkinson the physio still worked here. Many times this was by patients who remembered him and the care he had given them, but sometimes it was just because he was famous in these parts as the farmer who became a physio."

Donations collected by his family at these services have been kindly donated to Yorkshire Air Ambulance and the Physiotherapy Service at the Friarage.

Aidan named Medical Engineering apprentice of the year!

MEDICAL Engineering's Aidan Reese was named J R Fletcher First Year Apprentice of the Year at the Annual Regional NHS Estates Apprentice Evening.

The Northern and Yorkshire NHS Assessment Centre's estates apprenticeship programme hosted the event - sponsored by The Health Estates and Facilities Management Association and the Institute of Healthcare Engineering and Estate Management - back in October at the Radisson Blu hotel in Durham.

All apprentices on the scheme were awarded certificates including five from South Tees: Matthew Ayres, Ryan Chan, Aidan Reese, Sam Bailey and Ben Murphy.

Aidan said he was "gobsmacked" when his name was read out for the award but he was delighted to receive the trophy and a £50 gift voucher.



Matthew Ayres, Ryan Chan, Aidan Reese, Sam Bailey and Ben Murphy all received certificates

"I always wanted to go into engineering," he said. "I did my A-levels but I did not really want to go to university as I wanted to be more hands on. I found the apprenticeship on NHS Jobs and just applied for it.

"I'm enjoying it because there's lots of different jobs to do. There's also lots of technicians to learn from and to help you if you have any problems. I would definitely recommend it as you develop a wide range of knowledge."

Fellow first year apprentice Sam was also highly commended for his work. He added: "We are doing different things every day such as fixing ECGs and blood pressure machines and shadowing senior technicians on priority jobs. We are always learning!"

Regional Training and Development Manager Eileen Bayles said: "I have no doubt that these apprentices will go on to have a major role in keeping the complex medical equipment found in modern NHS hospitals well maintained and safe for patients and staff providing the care."



Patients' involvement in cancer trial leads to 'practice changing' results

PATIENTS' involvement in a pioneering cancer trial at the Trust have led to 'practice changing' results about how mesothelioma will be treated in the future.

Mesothelioma is a rare form of cancer that can grow in the protective lining that covers many of the body's internal organs and is diagnosed most often in the tissue that covers the lungs and lines the internal chest wall.

One of the tests for the disease involves putting a thin tube into the chest wall which the doctor can then look inside and remove samples (biopsies) or fluid.

However these procedures can cause cancerous skin lumps called nodules to develop along the tract where the tube was put in and to try and stop them developing; patients were often given a type of radiotherapy known as 'prophylactic irradiation of tracts' or PIT on their chest wall.



*Medical Oncologist
Dr Talal Mansy*

The purpose of the PIT study was to determine whether treating the wound from patients' mesothelioma tests with radiotherapy (or not) helped to prevent or delay small cancer growths (nodules) developing in that area.

In total, 17 patients from James Cook were involved in the trial with the results presented at the IASC World Conference on Lung Cancer in Yokohama.

Medical Oncologist Dr Talal Mansy said: "Patients diagnosed with mesothelioma can sometimes be troubled with spread of their cancer along the tract where their biopsy was taken from, which can

cause pain and morbidity.

"Although many hospitals already gave PIT, we still didn't know whether the treatment worked because the evidence was limited. The aim of the trial was to see whether this type of radiotherapy could prevent or delay small cancer growths developing.

"What these results have shown is there is no benefit to giving patients prophylactic radiotherapy to the tract site in mesothelioma patients which effectively means, in future, they will not have to go through treatment that will not help them.

"This is a practice changing result for the UK - and even worldwide - and I would like to thank all of our patients who took part as they have helped to answer an important question in the treatment of mesothelioma.

"I'd also like to thank the research and development team, our research radiographer Emma Thompson and all the radiographers who have helped to make this a success at James Cook."

Two top accolades for Trust

THE Trust scooped two top accolades at the Bright Ideas in Health Awards.

The South Tees Bladder Cancer Research Team won the award for Outstanding Industry and NHS Collaboration with their partner Arquer Diagnostics and colleagues from City Hospitals, Sunderland.

Together they have developed a urine-based test to help diagnose bladder cancer without using invasive telescopic examinations.

Jo Cresswell leads the bladder cancer research team and received the award on behalf of Sister Dawn Watson, Sister Clare Proctor and Caroline Middleton.

She said: "We thank all the patients who took part in this study which we hope will reduce the discomfort of bladder cancer diagnosis in the future."

The Trust's renal team also won the Patient Safety and Quality



The Trust's Renal Team won the Patient Safety and Quality Improvement category.

Improvement category in partnership with CRAB Clinical Informatics Limited for reducing patient harm associated with acute kidney injury (AKI).

The team delivered over 50 dedicated AKI workshops to staff throughout the Trust and further promoted and sustained a Trust-wide "AKI aware culture".

Dr Jonathan Murray, Renal Consultant at the Trust, said: "We are thrilled to

receive this award, which reflects a great deal of hard work.

"We also wish to acknowledge the support of CRAB Clinical Informatics who enabled us to benchmark our Trust's AKI rates against national levels - and then measure the impact of our AKI Programme, which coincided with a significant and sustained fall in AKI rates in our Trust, especially across surgical wards."



The Trust's Bladder Cancer Research Team won the award for Outstanding Industry and NHS Collaboration





Berenice Groves and Penny Bateman resolve issues in the command and control centre



Jane Wiles audited wards for patients suitable for IV antibiotics in the community



Board rounds helped minimise delays



Radiology secretaries saw calls increase



Derek Powley benefits from our enhanced recovery after surgery pathway



East Cleveland Hospital had 20 out of 21 patients dressed by midday #EndPJparalysis



Therapeutic care support workers helped minimise falls on the wards

No Delays

NO ONE wants to be delayed when it is time to leave hospital, but often patients end up spending longer than necessary on a ward because of circumstances beyond the nursing staff's control.

Whether that is waiting for medication, transport or care home beds there are so many factors that can inevitably lead to delays.

Staff work extremely hard to minimise delays and often have great ideas about how to reduce these and improve patient experience.

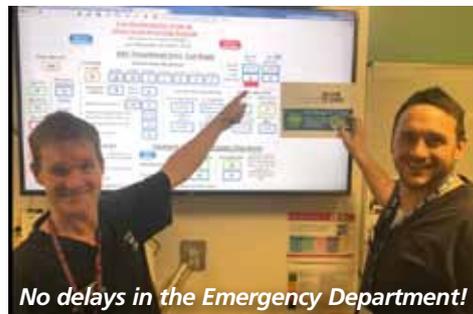
This was why there was such a buzz across the organisation when we launched an ambitious week-long campaign to reduce delays across James Cook, Friarage and our community hospital wards back in October.

Berenice Groves, Operations Director for Urgent and Emergency Care, said: "No Delays in 7 Days was about empowering these staff to challenge current processes, test new ideas and ways of working and make a difference to our patients.

"Departments trialed a number of new ideas including: having an extra consultant on ward rounds to get them completed earlier, ensuring patients who were well enough did not spend all day in their pyjamas to encourage them to keep mobile, having volunteers on wards to help



Lunch clubs helped encourage patients to make a speedy recovery



No delays in the Emergency Department!



Dietitian Jennifer Hargan checked which patients could be discharged

in 7 Days

minimise risk of falls and preparing drugs to take home the day before a patient is due to leave.

"We shared a number of success stories on social media including the first heart patients to benefit from our enhanced recovery after surgery pathway, which aimed to get patients home within three days of their heart operation, and the use of criteria led discharge which meant nurses could allow certain patients to go home without a consultant review, providing they met all the appropriate checks.

"Additional support was made available to wards including corporate staff acting as ward liaison officers to collect data to help identify potential delays and a command and control centre to help resolve any problems.

"We are now busy reviewing the issues raised and the information gathered to help us to remove some of the more common delays we come across in the long term."

Search #NoDelaysIn7Days on Twitter and Facebook or view the picture gallery and videos on our website to find out more!



Volunteers helped patients with sign language



Wards discharged more patients on a weekend



Team work ensured success at Redcar Hospital

View more online!



Visit southtees.nhs.uk/no-delays/ to see our full photo gallery and videos!



together we do the amazing

Tractor run helps ICU patients

AN ANNUAL tractor run organised by Liam Gouldthorpe raised £2,300 to buy equipment to help critical care patients at James Cook.

Among the items recently presented to the intensive care unit were six iPads, five DAB radios and seven pairs of headphones.

Fundraising was carried out this year in memory of Liam's uncle and also in memory of his two young friends who were treated on the unit.

Liam's mother, Gladys, dropped off the gifts on his behalf. She said: "I'm very proud of Liam - in the last four years he has raised £10,000.

"We make fundraising a family affair by helping to sell raffle tickets and organising items for the coffee stop along the route of the tractor run."

Stephen Bonner, Clinical Director for Critical Care at James Cook added: "This is equipment that would normally be very difficult to get for patients and will make a huge difference to how they can recover."



Don't forget your medicines! Paul Kirby, Pharmacy Technician, patient Jay Garratt, Louise Fleming, Associate Director of Nursing, Julie Swaddle, Chief Pharmacist and Paul Clegg, Clinical Care Manager for North East Ambulance Service promote the green medicines bag scheme.

Don't forget your medicines!

PATIENTS are being urged to take their medication with them when they go into hospital.

Statistics from James Cook reveal that as few as 35% of patients remember to pack any medication they are already using when they attend hospital.

In a bid to increase this, pharmacy teams at the Trust have joined forces with ambulance colleagues to relaunch the Green Medicines Bag scheme.

The scheme encourages patients to bring all their medicines with them in their original labelled containers. Patients are then given a green bag to keep them safe and easily accessible.

The green bag ensures this property is kept together and is ready to move with the patient if they need to go to another ward or hospital or be discharged home.

Medicines to pack include any tablets, capsules, liquids, creams, ointments, inhalers, sprays, patches, injections, vitamins, eyedrops, herbal remedies, suppositories or pessaries - anything a patient already uses to manage their condition.

"Bringing your own medicines helps

ensure there are no delays getting the drugs you need, lets us know what you are currently taking and helps us safely introduce any new drugs to your treatment," said Chief Pharmacist Julie Swaddle.

"It also improves patient safety by preventing waste, minimising missed doses and reducing the risk of prescribing errors.

"It also has the potential to save local hospitals up to £600,000 a year which can be reinvested in patient care!

"A recent audit at James Cook shows as few as 35% of patients bring their own medication to hospital with them but we want to see that rise to 80%."

The pharmacy team is also supporting a national NHS campaign which encourages patients who require simple painkillers at the point of discharge to buy drugs such as paracetamol and ibuprofen at their local pharmacy or supermarket rather than having them prescribed. National figures show prescribing these drugs currently costs the NHS around £80million a year!

For more information visit southtees.nhs.uk/patients-visitors/staying-hospital/what-to-bring/green-medicines-bag/

...save local hospitals up to £600,000 a year to be reinvested in patient care

Stepping up the fight against pancreatic problems

PATIENTS with complex benign and malignant pancreatico-biliary disease are now able to see specialists locally in Teesside thanks to a new way of working.

The unique one-stop multi-professional Hepato-Pancreatico-Biliary (HPB) clinic based at James Cook means patients can be treated closer to home and see a range of health professionals in one visit including physicians, surgeons, smoking cessation nurse, nurse specialists and dieticians.

The HPB clinic provides a comprehensive service in partnership with HPB surgical team at the Freeman Hospital in Newcastle upon Tyne. Consultant HPB surgeon, Mr John Hammond, now holds specialist clinics weekly with the gastroenterology team at James Cook which makes life much easier for our patients.

Consultant Gastroenterologists, Dr Vikramjit Mitra and Dr Debasis Majumdar, launched the new service in January 2017 to streamline and improve the care of patients with pancreatico-biliary problems. This includes management of patients with chronic pancreatitis, recurrent acute pancreatitis, pancreatic cysts, Sphincter



The South Tees HPB team

of Oddi dysfunction, autoimmune pancreatitis, cholangiocarcinoma, neuroendocrine tumours and pancreatic cancer.

"It's going really well," said Dr Mitra, Service Lead for Pancreatico-Biliary Medicine.

"Demand is increasing and we are proud to say we have had no HPB cancer pathway breaches since the launch of this new service (Correct when Talking Point went to press in December 2017).

"The model is very patient focused and has been recognised regionally as a model of outstanding practice as patients can see everyone from the surgeon to the dietitian in one appointment.

"Forty years ago, 3% of patients diagnosed with pancreatic cancer

survived five years after diagnosis and the figure is still 3% today. Here at South Tees we have been lucky that we have a fantastic oncology, radiology and palliative care services along with advanced diagnostic provision such as endoscopic ultrasound which has underpinned the pancreatico-biliary service. The one stop clinic has certainly added a new dimension to fast track these patients and improve the overall patient care."

Mr Richard Sterry, Service Manager for Gastroenterology and Endoscopy added: "The pancreatico-biliary service has been a huge success since its launch earlier this year and has been down to the hard work of the clinical team in driving a new model of care which has ultimately allowed us to see patients in a timely manner and improve the service we provide."

Mr Hammond added: "Over the past year the HPB team in Newcastle has been developing outreach services across the North East. With the support of Dr Mitra and Dr Majumdar we are pleased to have developed a one-stop HPB clinic that has improved access for patients in Middlesbrough and the surrounding area to specialist HPB services for both benign and malignant disease."

100th patient recruited to PACE trial

The Trust recently reached an important milestone by recruiting their 100th patient to a leading-edge cancer trial.

In November 2015, James Cook became the first hospital in the North of England to start recruiting patients to the Prostate Advances in Comparative Evidence (PACE) trial.

The study is for men who have been diagnosed with organ confined prostate cancer, which means the cancer has not grown outside the prostate gland, and compares conventional radiotherapy or surgery with stereotactic radiotherapy where treatment is delivered over a much shorter period of time.

The aim of the trial is to compare the different treatments to find out:

- How long men live after each treatment without any sign of their

cancer coming back and;

- More about the side effects of each treatment

We are currently one of the highest recruiters to the trial across the United Kingdom, second only to The Royal Marsden NHS Foundation Trust where the study is led.

Consultant in Radiotherapy and Oncology, Dr Hans van der Voet, who has consented over 50 of the 100 patients to the trial, said: "This exciting development gives patients the opportunity to receive very sophisticated radiotherapy that, if successful, may revolutionise the way radiotherapy is given.

"The enthusiasm for the trial is shared amongst all uro-oncologists in the department. We are delighted to recruit our 100th patient and are extremely grateful to all our patients

who have volunteered to participate in this important research."

Emma Thompson, Research Radiographer Superintendent, added: "Key to successful recruitment to the PACE trial has been the excellent co-operation across all of our teams employed in the treatment of prostate cancer.

"Our urology and oncology departments are extremely trials active and offer patients the best available treatment choices. Our 100th patient who consented said that PACE gave him the opportunity to be offered a cutting edge treatment in addition to helping others and contributing to moving science forward."

The PACE trial has proved so popular that it is close to recruiting the national target number of 857 patients almost a year earlier than expected.



together we do the amazing

A one-stop pre-operative health shop on your doorstep!

A COMPREHENSIVE pre-operative health and wellbeing programme for patients due to have major surgery has been made a reality thanks to a £75,000 grant from the Health Foundation.

The PREPWELL programme is being launched at Middlesbrough's Live Well Centre thanks to a unique partnership between the Trust, Public Health (Middlesbrough and Redcar and Cleveland) and South Tees Clinical Commissioning Group. These partners have all contributed additional funds to top up the Health Foundation grant and make the project a reality.

Believed to be the first collaborative venture of its kind, a team of doctors, physiotherapists, exercise scientists, public health specialists and Allied Healthcare Professionals will be working together in a bid to improve patient health and wellbeing prior to surgery.

This community-based programme will enable patients to undertake pre-operative fitness training in addition to receiving other lifestyle support in a supervised environment for six weeks prior to surgery. A unique aspect is all services being available in one facility creating a one-stop environment to support patients.

Project Lead Professor Gerard Danjoux, a Consultant Anaesthetist at James Cook, said: "The aim of the PREPWELL project is designed to get patients fitter for surgery through supported lifestyle changes and early identification and treatment of chronic health conditions. This should lead to patients being better prepared for surgery leading to a lower risk of complications and quicker recovery.

"A number of factors can increase patient risks with surgery including inactivity, smoking, excess alcohol consumption, malnourishment,

The PREPWELL Team at the Live Well Centre



anaemia, frailty and obstructive sleep apnoea. The present surgical pathway often allows insufficient time for these problems to be identified and treated before surgery. PREPWELL provides an opportunity for risk factors to be managed earlier in the pathway in addition to providing tailored support and self-help opportunities for patients.

"Better health before surgery is a major component of a quick and complete recovery for patients. This in turn enables patients to regain their independence and activities of daily living at an earlier stage. We are delighted to have the opportunity to run this project in South Tees, which will initially be trialled for up to 100 patients over a 12-month period."

Esther Carr, PREPWELL project manager, said: "If your surgeon, anaesthetist or GP feels that there are things that can be done to improve how well you can recover from your operation they can refer you to the PREPWELL programme.

"This is a really exciting project that could make a big difference to patients across the South Tees area. Patients undergoing various types of operation will be able to access the service and should ask their GP or hospital team about being referred if they are interested. Details about the

programme are also available on the Trust's website."

Prof Danjoux added: "It's about providing care closer to home, supporting self-management and educating people in an interactive way. It's a great way to improve health and wellbeing and chances of successful outcomes. We also hope this will provide a platform for patients to make longer-term lifestyle improvements."

South Tees was selected by the Health Foundation, an independent health and health care charity, to be part of its £1.5 million innovation programme Innovating for Improvement which is supporting 21 health care projects across the UK with the aim of improving health care delivery and the way people manage their own health care through the redesign of processes, practices and services.

Sarah Henderson, Associate Director from the Health Foundation said: "We are very excited to be working with such high-calibre teams, who all have great innovative ideas. Our aim is to promote the effectiveness and impact of the teams' innovations and show how they have succeeded in improving the quality of health care, with the intention of these being widely adopted across the UK."

Find out more about the pre-operative risk education package at prepwell.co.uk and southtees.nhs.uk/services/prepwell-project

Patients being better prepared for surgery leading to a lower risk of complications and quicker recovery.



Lose a pound and you could gain a grand!

Feeling lucky?

DID you know you could win a guaranteed £1,000 every month in the Staff Lottery?

The top prize is £1,000 with a second prize of £200, plus four £100 winners and two £50 winners each month and it's all for a good cause as all proceeds are donated to South Tees Hospitals Charity.

Tommy Harrington, Charity Hub Manager, said: "Your chance of scooping the Euromillions Jackpot is 1 in 139.8 million while National Lottery odds are 1 in 45 million, but your chances of winning the Staff Lottery are 1 in 2,366!

"Even if your number isn't drawn, you will be pleased to know your money is being put to excellent use supporting our staff and patients – so everyone's a winner!"

September's top prize winner was senior secretary Yvonne Dunleavy from the finance team. Yvonne was pleasantly surprised when she received the call informing her she had just won £1,000 as she had already booked a holiday in the sun for that October!

"I've received many phone calls in work over the years but never one informing me I've just won £1,000!" she said. "It was perfect timing as I was set to fly to Tenerife the next month to celebrate my friend's 30th wedding anniversary and 60th birthday!"



Could the South Tees Hospitals Charity Team be presenting this cheque to you next month?

So how does it work?

For a minimum of £1 a month – deducted through payroll – you'll be allocated a number which is yours to keep.

If your number is drawn, you win – simple! A cheque is then sent to your home address. Staff can play a maximum of ten numbers each month and all winners will be notified by phone.

Winning numbers are also published on the South Tees Hospitals Charity intranet page each month and displayed outside the Charity Hub at James Cook.

If you are interested in joining the

lottery please fill in the sign up form on the intranet, email the team at stees.charity.queries@nhs.net, contact them on extension 54296, 54160 or 64936 or call into their office opposite Costa Coffee at James Cook or near Endoscopy at the Friarage.

So who can enter?

Anyone employed by South Tees Hospitals NHS Foundation Trust and Tees Esk and Wear Valleys NHS Foundation Trust can take part in the lottery.

What are you waiting for? Join today and you could start 2018 with a win!



together we do the amazing



Thanks to the sewing room team at James Cook who made 15 charity beans bags for our GNR tent last year! Sue Lawrence, Suzi Campbell (South Tees Hospitals Charity), Jo Robinson, and Carol Margery (Left to right).

Looking for a Great North Run place?

DOES your New Year's resolution include joining 57,000 people for the world's biggest and most iconic half marathon on Sunday 9 September 2018?

Crossing the Tyne Bridge accompanied by the Red Arrows and being cheered all the way to the finishing line in South Shields always promises an unforgettable race experience.

We have a limited number of guaranteed charity places in our Great North Run

team so if you want to make this year's resolution a reality get in touch on 01642 854160 or at stees.charity.queries@nhs.net

To be part of the team we ask you to pay a £55 registration fee plus a minimum sponsorship of £200 to benefit a ward or department across our hospitals of your choice.

These places won't last long so don't delay. The charity looks forward to supporting you throughout your GNR journey and welcoming you across the finish line!

Recycling scheme helps wards

JK Recycling - which has branches on Marton and Linthorpe Road - has donated a percentage of its profits to the Trust's elderly care wards for the last 18 months raising an impressive £17,000.

This money has enabled the ward to purchase personal items as well as equipping the ward with a new day unit which gives patients a place to

get some quiet time and to join in activities such as dominoes, cards and knitting or a meal together.

The scheme is set to continue in 2018. Staff, patients and visitors can help by donating items to be recycled including clothes, furniture, books, household items and any unwanted Christmas presents.

To arrange a collection call 01642 820733 or 07935 868960.

Young fundraiser secures ultrasound for birthmark clinic

THE vascular birthmark clinic at the Trust now has a second ultrasound machine thanks to the efforts of a young fundraiser and the support of a national charity.

Funding for the new state-of-the-art machine has been provided by the Birthmark Support Group which was set up 16 years ago by parents of children born with birthmarks.

The £16,000 donation means more patients with vascular birthmarks can now be treated using injections, without the need for any surgery or scars, at a number of venues across the South Tees area.

And it includes more than £2,000 raised by 11-year-old Oliver Gatenby who has been receiving treatment at James Cook after being born with a facial birthmark known as a venous malformation.

Last year Oliver and his dad Andy cycled an impressive 101km across North Yorkshire to raise funds.

The vascular birthmark clinic, led by plastic surgeon Mr Tobian Muir, has performed more than 3,000 injection treatments to patients from all over the UK and as far afield as Sweden, Ireland and Bulgaria.

Mr Muir said: "State-of-the-art ultrasound



er helps nd machine clinic

machines are critical to ensure safe and more effective treatment for the many patients that come to our unit. They also allow us to perform ultrasound investigations at a first clinic visit to give immediate feedback on diagnosis and to plan treatments without delay.

"Every year we treat more than 100 new patients and we provide clinics at the Friarage in Northallerton, Redcar Primary Care Hospital and One Life in Linthorpe Road as well as at James Cook.

"This second machine will enable us to have equipment on two sites at any one time while also providing a back-up in case one should ever break down."

Emma Ham-Riche, chairman of the Birthmark Support Group said: "Birthmark Support Group is pleased to have been able to fund this machine which will enable more children and adults to receive treatment.

"We are also extremely proud of Oliver, not just for his incredible fundraising efforts but also as a young ambassador for the charity, helping us to achieve one of our aims, which is to raise awareness and acceptance of birthmarks."

For more information visit birthmarksupportgroup.org.uk or southtees.nhs.uk/services/plastic-surgery/vascular-birthmark-clinic.

Oliver Gatenby presents the ultrasound machine to plastic surgeon Tobian Muir



Celebration event marks 10th anniversary of SARC Teesside

SARC celebrates 10 years of excellent service

SARC Teesside has celebrated its tenth year of providing around the clock support, information and practical services for victims of rape, sexual assault or abuse.

Very well deserved recognition for exceptional support

SARC provides practical and emotional support and advice and has crisis workers available to talk to victims at any time day or night. More details can be found on its website at www.sarcteesside.co.uk

If you, or anyone you know, has been affected by this issue, please contact us on 01642 516888.

Since opening its doors in 2007, the Sexual Assault Referral Centre has supported over 5,000 victims of rape and sexual assault, providing a range of options for victims on Teesside that were simply not available before the opening of the SARC.

Centre stage at the celebration breakfast was a cake made by a client who was keen to help acknowledge the work of the SARC.

Barry Coppinger, the Police and Crime Commissioner for Cleveland said: "A fantastic morning celebrating 10 years of SARC for Teesside - very well deserved recognition for exceptional support for victims of sexual violence."

Victims of any form of sexual assault, rape or abuse can attend the SARC, regardless of whether or not they wish to report the incident to the police.

What our clients say...

- "Brilliant, I could not have got through this tough time without the support I received from the SARC team. Thank you for everything"
- "A massive thank you to the team for being so supportive with my daughter and myself at this traumatic time. You do an excellent job"
- "Very helpful and supportive. Don't know how I would have coped. I felt very alone but I could call them at any time, nothing was too much trouble. I never got fobbed off, they listened to what I had to say"



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MHA Reuben Manor

Residential & dementia care home



Rated 'Good' by the CQC, Reuben Manor boasts:

- Spacious, comfortable bedrooms with en-suite bathrooms
- Coffee shop, hair & beauty salon and cosy communal lounges
- A dedicated Hospitality & Activity Team, music therapist and Chaplain
- Highly trained staff on-site 24 hours a day



To find out more call **01642 784 189** or email ReubenManor.Eaglescliffe@mha.org.uk

Montpellier Manor

Residential & dementia care home opening soon in Stainton



Montpellier Manor will boast:

- 85 spacious and comfortable bedrooms with en-suite bathrooms
- Coffee shop, hair & beauty salon and cosy communal lounges
- A dedicated Hospitality & Activity Team who provide a range of individual and group activities



To find out more call **01332 221 918** or email home.montpellier@mha.org.uk