



TALKING POINT

Autumn 2020

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The Flu Vaccine

Saving lives since 1945



THE flu campaign is back and we are asking staff to do their bit to help us by getting the flu jab as soon as possible.



Last year was another record breaking year for our flu champions with 82.5% of frontline staff vaccinated. This year with your help, we are aiming to vaccinate even more staff – and in record time.

The campaign officially launches on Monday 5 October – and this year we are looking back over 75 years of the flu vaccine. The flu jab has been saving lives since it was first introduced towards the end of the Second World War in 1945.

Staff will have the chance to look back through the decades when getting their jab and with themed competitions, giveaways and merchandise.

This year, staff are encouraged to have their jabs via their flu champion in the first instance. Those who are unable to do this will be given an appointment to have their flu jab at one of the stations, which will be in different locations, including the atrium at James Cook. Social distancing measures will be in place.

Deirdre Fowler, interim director of nursing and midwifery said:

“Throughout our clinically-led response to COVID-19, colleagues have worked tirelessly to help keep colleagues and patients safe.

“After the impact of coronavirus and the threat of a second wave – the last thing any of us needs is flu.

“On average 17,000 people in the UK die from seasonal flu each year and this winter it’s never been more important to protect yourself, your team, your family and your community.”

Occupational health manager Jude Cooper said: “It has never been more important to ensure the maximum level of protection for our staff and our patients.

“By getting a flu jab – and getting it early – our colleagues can do just that.

“As a health or care worker you are more susceptible to the flu virus and risk passing it onto your colleagues, your family and patients.

“You can still be a flu carrier even if you have no symptoms and you have the best protection if you develop immunity before flu starts circulating.”

Last year the majority of health and care staff got a flu jab so why not do your bit, get your flu jab and help save lives?

**Find your flu champion!
Visit the intranet for details.**

**Don't have one?
Flu vaccination appointments
start in the James Cook atrium
on Monday 5 October.**



Let's put the WIN in WINTER

Getting your flu jab is just one part of our Put the WIN in WINTER campaign in which we are asking staff to:

Get vaccinated...
to protect yourself, your family, your colleagues and your patients



Get prepared...
make sure you are aware of where you can find the information you need to help you through the winter



Get support...
find out what health and wellbeing help is available and where to find it



Dedicated eye unit opens at the Friarage

A NEW eye unit that could treat up to 14,000 patients a year has opened its doors at the Friarage.

Rishi Sunak, MP for Richmond (Yorks) and Chancellor of the Exchequer, had the honour of cutting the ribbon to officially mark the occasion in August.

He was joined at the official opening by the hospital's longest-serving member of staff – 80-year-old Doreen Eaton.

Renovation work has taken place to transform the former Allerton Ward, which was no longer in use, into a dedicated eye unit.

It is great to see this investment at the Friarage Hospital which will result in more treatments being delivered here



Rishi Sunak and Doreen Eaton officially open the new eye unit

The Allerton Eye Unit offers all of the services previously provided by the ophthalmology team from the hospital's main outpatients department, but on a much bigger scale.

Clinics will increase from eight a week to as many as 30 a week which means that hundreds more patients will be able to

have their eye outpatients appointments on the Northallerton site.

Once social distancing rules are relaxed, the unit will welcome more than 14,000 patients a year through its doors.

The development work and purchase of additional equipment has been supported by The Friends of the Friarage and a special plaque has been placed on the unit in recognition of their contribution.

Clinical director for ophthalmology Phil Severn said: "We are really excited to be taking over the unit. This development is fantastic news for patients across the Hambleton and Richmondshire area.

"It means we will be able to treat a lot more patients on the Friarage site, reducing the need for people to travel to James Cook as well as reducing waiting times."

Mr Sunak added: "It is great to see this investment at the Friarage Hospital which will result in more treatments being delivered here.

"It is just one of a number of recent developments at the hospital which I know have been welcomed by patients who want to see a wide range of services at their local hospital."



Donna Jermyn, Chair of Friends of the Friarage, with the new plaque

Care home support team provides enhanced level of care

COMMUNITY matrons have been working closely with care homes across Middlesbrough and Redcar and Cleveland during COVID-19 to provide an enhanced level of care and support.

The trust's community matrons are delivering a care home support service which involves rolling out a full training, advice and guidance package to the area's 115 care homes.

The training package covers everything from PPE and hand hygiene training to advice on isolating suspected cases and pressure ulcer management.

Community matrons have been working with every care home that has accepted support on a one to one basis to provide specialist advice and produce individual action plans.

More than 100 care home staff have

already completed the training which focuses on a number of infection prevention and control techniques.

This includes the correct procedure to follow when putting on and taking off personal protective equipment and hand hygiene techniques to keep themselves and their residents safe.

"Our staff put PPE on every day, but the training has ensured they are doing it the right way to keep themselves protected."

Staff are taught to identify coronavirus symptoms and if residents need to be swabbed the tests are processed at James Cook's pathology labs and results are

received back within 24 hours.

Isolation advice and follow up visits can then be provided for any patients with positive results.

Stainton Lodge manager Rachel Deakin said: "It's nice to know that somebody's there and you can ring if you have any concerns.

"If someone has symptoms, they get tested and we get the results back within 24 hours. That's paramount to our service as we have a unit with 15 people on and if one shows symptoms we have to lockdown everyone else.

"Our staff put PPE on every day, but the training has ensured they are doing it the right way to keep themselves protected."

Community matron Bev Gunn added: "All of the care homes have been very welcoming and have really appreciated the support provided and have engaged well in the training sessions."



The community matron team at Low Grange Health Village



Carole Goodchild, Chris Blackham, Sarah Readman and Debbie Hall in the rapid diagnostic centre at the Friarage

Rapid diagnostic centre opens to speed up cancer diagnosis

THE Friarage has launched a leading edge cancer service to provide faster diagnosis for patients who do not have obvious cancer symptoms.

If a GP is concerned that a patient may have cancer, but they only have vague symptoms and do not meet the usual criteria for an urgent two week cancer referral, they can now book them into the rapid diagnostic centre (RDC) for further tests.

Based in the Wensleydale Suite, the service aims to promote faster diagnosis and treatment to help improve recovery and survival rates.

Patients' symptoms are assessed holistically and an individualised programme of diagnostic tests provided as quickly as possible.

Symptoms may include abdominal pain, unintentional weightloss, persistent fatigue or loss of appetite. These

symptoms may be caused by a number of common conditions, but if a GP or an emergency department clinician believes they require further investigation by a hospital specialist team they can now be seen within two weeks.

"This is the next big step forward for cancer treatment and it's great that the Friarage is one of the UK centres leading the way."

The RDC is already benefitting patients across Hambleton and Richmondshire and is set to be rolled out across the South Tees area over the coming months.

Chris Blackham, RDC advanced nurse practitioner said: "It's really beneficial to

patient outcomes and survival rates to get a diagnosis sooner.

"Too many people are being diagnosed with cancer at a late stage which means they have fewer treatment options. Our focus is on early detection and rapid referral to ensure those prospects are improved."

The service opened its doors in June and statistics show 28% of patients assessed at the centre have been transferred to the care of cancer specialists at the trust. Others have been diagnosed with a long term condition or referred for mental health support.

Carole Goodchild, RDC service improvement lead said: "This is the next big step forward for cancer treatment and it's great that the Friarage is one of the UK centres leading the way.

"Patient feedback has been really positive so far. People feel that someone is really listening to them and getting them through the system quicker."

Crafters create thousands of NHS scrubs

MORE than 2,000 sets of scrubs and over 7,000 items, including bags and headbands, have been sewn by an army of volunteers for staff at James Cook during COVID-19.

Charlotte Roche, from Marske-by-the-Sea, decided to create the Facebook group 'Sewing Scrubs for James Cook JCUH' after she saw a national appeal for scrubs on social media.

She said: "This pandemic has made everybody feel so helpless and so reliant on our amazing NHS, there's not much that we could do to help, but we could do this.

"It must be horrendous for the staff working through this, but if we can do anything, however small to make their lives a little easier or more comfortable, then it's an honour to be able to do that."

Charlotte, who is a maths teacher at Laurence Jackson School in Guisborough said her son, William, played a big part in her decision to co-ordinate the sewing group.

Beyond amazing

"I love James Cook Hospital. Having five kids means I've had a few unfortunate dealings with the hospital and it's always been a positive experience, even if it

shouldn't have been.

"When William was born in 2017, he was taken from me at a few minutes old as he was a bit premature and poorly. The care was beyond amazing. They (the staff) saved his life, and for that we can never thank the hospital enough."

She added: "This spurred me on more with the sewing thing and although this can never repay what they gave me, it's my small contribution towards repaying that debt."

Lead therapeutic nurse, Debi McKeown she said: "We are so grateful to all of the members of Sewing Scrubs for James Cook JCUH. They have provided us with a continuous flow of sewn items and it has been so appreciated. They are absolute heroes."

The medical psychology team also expressed their thanks to the group.

Don Brechin, head of psychology, said: "Charlotte and her team have been fantastic. They provided us with scrubs at very short notice when we needed them, and even went as far as to make a pair of leopard print scrubs for one of our team."



Friarage welcomes second cohort of Hull York medical students

THE Friarage has welcomed its second cohort of medical students from Hull York Medical School.

Following its success as a pilot last year, the Longitudinal Integrated Clerkship (LIC) will see eight students working alongside doctors and healthcare professionals over the next year, delivering care to patients within a community setting and at the hospital.

The fourth-year students undertaking the LIC, based in Northallerton, will be placed in Hambleton and Richmondshire general practices, spend time in the Friarage and carry out an acute week at James Cook.

The placement provides medical students with the opportunity to build on the knowledge they have learnt so far in their academic programme and further develop their skills.

Alice Norman, 24, of York, is one of the students starting the year-long placement.

She said: "We had a taster of a longitudinal patient case in second year and I really enjoyed it so the idea of doing it full time was really appealing.

"I am excited to be in one place for the full year, being able to get properly involved



The Hull York Medical School students at the Friarage

and be part of the team, both in the hospital and at the general practice."

Wendy Buch, medical education coordinator at the Friarage, said: "Last year we had six students and this year we have eight.

"The LIC is a fantastic opportunity because it gives the students the chance to be constantly learning and consolidating that knowledge throughout the year.

"Having experience in both primary and secondary care will hopefully help the students with their choice of career in the future and some may choose to stay in our area."

Dr Judith Matthews, associate director of primary care education at Hull

"The LIC is a fantastic opportunity because it gives the students the chance to be constantly learning."

York Medical School said: "We pride ourselves on providing early patient contact from the beginning of the course and believe that students' placement in a clinical environment for an extended period of time will not only enhance their learning but also help build their confidence as clinicians.

"We launched the LIC as a pilot last year and as a result of our strong partnership with South Tees and local GPs, we are delighted that our second cohort of LIC students are commencing their placement at the Friarage."

Earlier in the year the Friarage also welcomed medical students from Imperial College, London.

The students travelled from the capital to North Yorkshire to experience how medical services are delivered in a rural setting.

The programme saw five students undertake a two week placement in at the hospital as well as spending time in local GP practices.

The students also had time to see what the local area had to offer including a trip around the Dales visiting Aysgarth Falls and the Hawes Creamery.



The medical students with Wendy Buch, medical education coordinator and Emily Dobb, clinical teaching fellow (Picture taken before COVID-19 face mask guidelines were enforced)



Podiatrists Emma Jackson and Jeanie Fong with the general therapy team



Service lead Kirsty Jones



Fiona Roy from orthotics

Sharon Young, Tracey Wilkins and Amy Allen



Therapists take on **new challenges**

WITH many services limited to urgent appointments during the coronavirus pandemic, therapy teams have found themselves taking on a range of different roles.

A number of therapists at the trust have been temporarily redeployed to support stroke and rehabilitation services in community hospitals, ensuring their skills are still put to good use.

Podiatrist Sharon Young has been redeployed to the stroke therapy team at Redcar Hospital where she works closely with the team of physiotherapists, occupational therapists and speech therapists.

"My redeployment role is to help with showering, washing, dressing, physiotherapy; basically help wherever it is needed," said Sharon.

"I have learned so many new skills that I

will take back with me."

Having worked in orthotics for 16 years, Fiona Roy was both excited and nervous at the thought of redeployment but the stroke team gave her a warm welcome.

"I have learnt a great deal about neurorehabilitation and the pride I have felt in helping each patient has been immense," said Fiona.

Podiatrist Emma Jackson said they were given training before being asked to assist with patients.

"I was able to transfer my skills in dealing with patients and have learned invaluable information on mobility.

"I have met a fantastic team of people who embody what the NHS stands for and whom the NHS should be proud to call its own. My only regret will be not being able to be part of two teams!"

Podiatrist Tracey Wilkins said they were each given a therapist to follow and she was able to offer foot care skills if needed.

"I will now always have a better understanding of stroke patients and the complications they have and mobility in older people which will enable me to advise them on exercises to keep them moving," said Tracey.

As a newly qualified podiatrist Jeanie Fong had recently undergone manual handling training and this was put to good use.

"Everyone worked together as a team from different backgrounds with one main aim - to get patients as fit as possible ready for discharge," said Jeanie.

"Every time a patient was discharged; the sense of achievement was immense."

Service lead Kirsty Jones added:

"Everyone has been very accommodating in trying different ways of working and has shared their own knowledge and skills within the team.

"I truly thank each and every one of them for their dedication."

Lung cancer nurses hit the road

SPECIALIST lung cancer nurses are hitting the road to minimise the amount of time patients have to spend in hospital during the coronavirus pandemic.

The specialist Macmillan thoracic nurses, who care for patients following lung cancer surgery, are travelling to patients' homes after their operations to provide medical care and social, emotional and psychological support.

Believed to be the first of its kind in the UK, the new pilot scheme at South Tees has been made possible thanks to a £50,000 grant from Macmillan Cancer Support and aims to:

- Reduce the number of patients who need to be readmitted
- Reduce the risk of patients getting coronavirus
- Allow patients to maintain social isolation for 12 weeks after surgery
- Enable lung surgery to continue in the safest possible environment

The Macmillan funding has enabled the team to take on a fourth specialist nurse and lease a white SEAT SUV to get them to patients' homes over the next 12 months.

The specialist nurses can answer questions, oversee pain control and treat wound issues.

Andrew Naylor, 62, was the first to receive a home visit. He was back home



Andrew Naylor, 62, was the first patient to receive a home visit from the team (pictured at his home with Stacey Stockdale)

in Neasham three days after his lung procedure.

"Having to shield I didn't particularly want to go back into hospital so I was pleased when they said they would come out to see me," he said.

"It's the first three weeks after your operation when the concerns kick in as you are still on medication, still in pain and still wondering what's coming next.

"It's just nice knowing they are going to be there."

Last year surgeons at South Tees performed more than 800 thoracic cancer operations. The majority of these were lung cancer related.

Jonathan Ferguson, consultant cardiothoracic surgeon said: "We want to pick up and treat these lung cancer patients quickly, but then get them safely back home as soon as possible with the right support in place.

"However, it can be really hard emotionally and psychologically when a patient has had a period of intense care on a hospital ward to suddenly find themselves back at home.

"This specialist community support for patients who are being discharged early is an innovative approach to a nationwide problem which enables us to identify any problems and intervene early."

Tina Thompson, Macmillan partnership manager for North East England added: "Recent analysis by Macmillan showed that the UK is second only to Spain when it comes to cancer patients avoiding hospitals and other healthcare settings.

"This anxiety makes this pilot scheme so important as it enables people with cancer to continue their treatment as safely as possible at the same time as reducing their anxieties about regular attendance at hospital during the pandemic."



Cardiothoracic surgeons Joel Dunning, Ian Paul and Jonathan Ferguson (left to right) with specialist Macmillan thoracic nurse Stacey Stockdale and the team's new vehicle

Project Wingman departs after welcoming more than 6,000 staff

PILOTS and crew from several UK airlines touched down at the trust over the summer to provide staff a first class lounge and service including teas, coffees and light snacks to help teams de-stress at work.

The Project Wingman lounge was set up in June in the STRIVE Academic Centre common room at James Cook to support staff during COVID-19.

In the eight weeks it was open the lounge welcomed over 6,000 staff.

It offered a safe space for staff to talk to someone about their experiences, relax over a tea or coffee or just have some time away from the work environment before, during and after hospital shifts - all in a lounge setting

similar to those enjoyed by first-class passengers at airports.

The lounge is part of Project Wingman – a UK wide initiative spearheaded by pilots in command, David Fielding and Emma Henderson.

Project Wingman was set up to support NHS staff during and after the COVID-19 response. It brings together crews from every UK airline, who have been furloughed, grounded or made redundant due to the pandemic.

Jennie Winnard, director of education and organisational development at the trust said: "We were thrilled to welcome this fantastic initiative to the trust. We would like to say a huge thank you to all the Project Wingman volunteers for giving up their time to help support the wellbeing of our hard-working staff when they need it most."

Emma Henderson, co-founder of Project Wingman added: "As many of our pilots and cabin crew are currently grounded or on reduced duties due to coronavirus, we wanted to focus our efforts on giving back to the NHS heroes who are working tirelessly during this pandemic.

"We're so pleased we have been able to offer the Project Wingman service for South Tees. It has been very rewarding to see that the relaxing space is making a difference to the hard-working teams."

"It has been very rewarding to see that the relaxing space is making a difference to the hard-working teams."



Project Wingman crew and members of STRIVE Academic Centre at James Cook



Dr Dieter Dammann was the 100th patient to benefit from the treatment programme at James Cook

Radiotherapy team celebrate treatment milestone

JAMES Cook radiotherapy team is celebrating after its 100th patient benefitted from a specialised and highly advanced programme of treatment.

The department treated its 100th stereotactic oligometastatic patient in August through the NHS England Commissioning Through Evaluation Programme.

The programme enables clinicians to provide stereotactic radiotherapy – a highly advanced and accurate treatment - to some patients who have evidence of recurrence of their cancer at a small number of locations six months after their original treatment.

High doses of precise radiotherapy are delivered to these locations to try to put the disease back into remission.

James Cook is one of only 17 UK sites able to enter eligible patients into the scheme.

Treatment is usually delivered in as little as three sessions and reported side effects are minimal.

Dieter Dammann was the 100th patient

to benefit from the treatment programme at James Cook.

He said he did not experience any side effects and is now under close review as part of the evaluation process.

His consultant, Darren Leaning said: "It is a real privilege to be able to offer patients with small sites of recurrent disease a treatment which offers so few serious side effects and has a minimal impact on quality of life.

"Despite COVID-19, our department continues to put our cancer patients' care at the top of our priorities and we will continue to provide the best evidence-based care we can to everyone who needs it."

Until 2015 stereotactic radiotherapy was used to successfully treat small lung tumours but thanks to the commissioning programme a number of centres across England can now use the advanced technology to treat some patients whose cancer has returned and spread to other areas.

The treatment aims to improve survival rates, delay the need for more intrusive therapy and maintain quality of life for longer.

Hospital fundraisers invest in rehabilitation equipment

THE Friends of The Friary Community Hospital have kindly purchased a range of rehabilitation equipment for the hospital's physiotherapy team.

Jacqui Bennett, chair of the Friends, said that trustees were very pleased to help by buying a new leg press and exercise bike, along with some other therapy equipment.

She added: "Due to the generosity of people in Richmondshire, in bequests, donations and through active fundraising, the Friends have been able to make a real difference in health provision for local people."

Lead physiotherapist Andrew Powley said: "I would like to say thank you to the trustees for purchasing the new rehabilitation equipment. This donation is hugely appreciated and the equipment will enhance the patient experience and improve outcomes, particularly with lower limb rehabilitation."



Lead physiotherapist Andrew Powley and physiotherapist Kjerstin Gledhill

Care in a Crisis

A GALLERY of striking images showcasing some of the extraordinary work carried out by James Cook team during the coronavirus pandemic has been launched by photographer and teaching fellow Matthew Jones.

Taken inside the hospital's critical care department, the project documents the pressure, the challenges, the camaraderie and the kindness shown by this incredible team in the most difficult times.

Matthew said: "When I was working in South Sudan as a doctor in 2018 I found that photography was a powerful way to help me understand the experience as it unfolded at such speed. It gave a means to pause and reflect and find answers, and continues to do so even now.

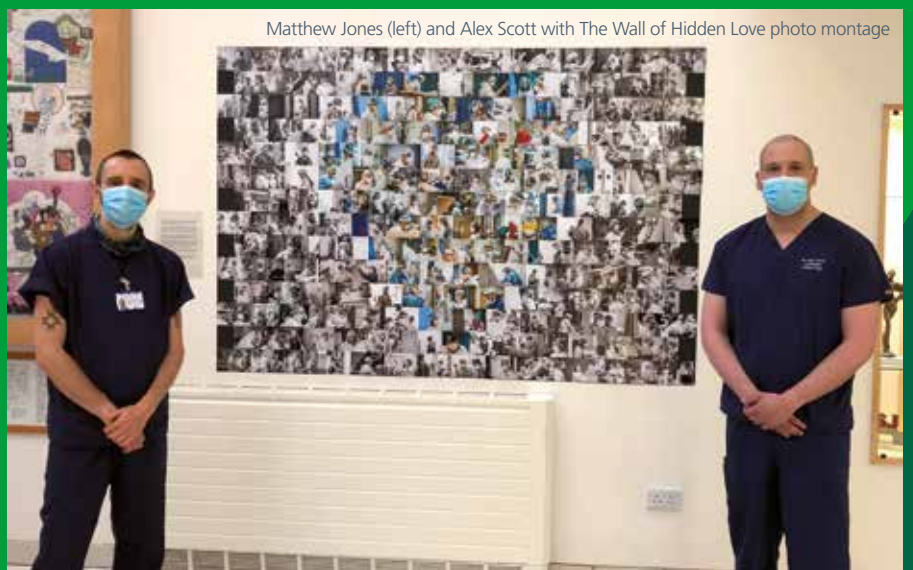
"I wanted to offer that simple resource to staff in intensive care at James Cook, so they could process events and move forward with a sense of what they had achieved.

"The atmosphere in the intensive care unit was amazing. You sensed the strong bonds that existed between them all, a real spirit of care for each other's welfare.

"I think the photos do a little justice to the stresses and pressure of the environment, but also the immense humanity on display as staff made such an effort to build bonds with the patients despite the obstacles they faced.



Jo Charlton and Alice Boston on the critical care unit



Matthew Jones (left) and Alex Scott with The Wall of Hidden Love photo montage

Sister Michelle Hall



The Care in a Crisis project honours all those staff who have committed their lives to caring

"To spend the time they did in the PPE and in such heightened stress and emotion was an incredible effort and to do with humour, good spirit and such team spirit even more so."

Intensive care consultant Alex Scott has worked with Matthew to launch a website featuring many of the striking images.

A selection of their favourites are also now on display in the hospital's main atrium.

The centre piece of the Care in a Crisis project is a stunning photo montage called The Wall of Hidden Love - because if you look closely there's a heart hidden in there.

Alex said: "Work took place by necessity behind closed doors, night and day, whilst wearing personal protective equipment in high heat and hard exertion, to deliver life-saving interventions to a group of patients on the edge between life and death.

"Through all this time conditions in the units were too dangerous for relatives to be admitted to visit their loved ones, so whilst performing the most technical and complex care this team gave the kindness needed to both the patients and their loved ones.

"This project stands in honour to all those staff who have committed their lives to caring, and had the courage to do so at personal risk in the worst crisis of modern times, and also in tribute to our patients."

Find out more at www.careinacrisis.org



Mark Chamberlain with daughter Kate on the critical care unit

A small joy in a cruel time

ONE of the most striking Care in a Crisis images features father and daughter Mark and Kate Chamberlain sharing a hug while wearing their personal protective equipment.

Resuscitation officer Mark volunteered to work in critical care during the initial surge period of the pandemic and Kate is an intensive care nurse.

Kate said: "The photograph was taken during shift hand over. I had been on days and my dad had been on nights. I'd had a difficult shift that day, so seeing my dad was a bit of a pick me up. I think it captures a special moment, and I'm pretty sure I'm laughing or smiling under that mask!

"The photo makes me feel so proud of my dad, it was a small joy in a cruel time to be able to work with him again. It's been wonderful having someone so close going through the exact same time at work so we can fully lean on each other for support.

"At the moment intensive care feels like a completely different world, some days it feels very surreal like something out of a film in all that PPE. There has been

"It was a lovely moment to capture because their contact in the unit was the only place they could embrace (in PPE)!"

some truly awful days, but it has also highlighted the strength of our team. Everyone goes out of their way to help each other and look after each other so we can provide the best possible care to our patients.

"I never could have imagined I would be in a situation like this in my career, but I feel immensely privileged to be an intensive care nurse during this time, knowing I'm playing a part in fighting the virus and helping patients and their families as best I can whatever that might entail."

Photographer Matthew Jones added: "It was a lovely moment to capture because their contact in the unit was the only place they could embrace (in PPE)!"



South Tees opens virtual ward for COVID-19 patients

A **VIRTUAL** ward has been opened to give COVID-19 patients the opportunity to be discharged home early, where their oxygen levels can be monitored remotely.

Through the use of a pulse oximeter, a small non-invasive clip-like device which clips on a finger; patients can monitor and report their oxygen levels to the respiratory team at South Tees during regular telephone calls.

Dr Ramamurthy Sathyamurthy, consultant in respiratory medicine at the trust, set up the virtual ward, which is based on a scheme used by West Hertfordshire Hospitals NHS Trust in Watford.

Dr Sathyamurthy said: "This is an innovative scheme with a number of benefits. It enables clinicians to discharge patients home early, allowing

the patient to be at home with the confidence that they are being monitored remotely and supported by the respiratory nursing team. And often, allowing the patient to be at home and out of the hospital environment will improve their mental wellbeing.

"COVID-19 infection can produce low oxygen without the usual breathlessness symptoms and this remote monitoring will pick up deterioration earlier, facilitating readmission and treatment at an earlier stage if needed.

"It's important to stress that it is not for all patients with COVID-19, but those identified as suitable by clinicians will be referred to the virtual ward.

"Respiratory nurses will teach the patient how to use the oximeter and how to record the readings.

"Once we're satisfied they are able to self-monitor, the patient is given an oximeter and re-sealable envelope

with return address, along with an advice leaflet, when they are discharged from hospital."

The patients are then transferred home to isolate and begin self-monitoring.

Dr Sathyamurthy said: "The nurses ring the patient on designated days to discuss their progress and advise on further actions. The patient is also given a telephone number call in between review days, in case of deterioration for support and advice."

The pulse oximeters were donated by Covid Crisis Rescue Foundation (CCR), a voluntary organisation founded as the extent of the COVID-19 crisis started to emerge.

Since then, CCR has procured and delivered over 40,000 items of PPE and medical equipment to frontline workers free of charge using volunteer time and donated funds.



The respiratory nurses at South Tees with Dr Mahir Hamad (left) and Dr Ramamurthy Sathyamurthy (right)



Research team shows **new x-ray technology** could speed up hip fracture prevention

RESEARCHERS from James Cook have put pioneering new medical x-ray technology to the test in a clinical trial that could prove revolutionary for future hip fracture patients.

The Trueview software, designed by UK-based company IBEX, measures a patient's bone health from a standard x-ray and initial trial results indicate that it provides an accurate early warning of osteoporosis, and therefore a patient's risk of potentially fatal fragility fractures.

"The data I have seen from the study so far is fascinating and exciting"

The NHS currently spends over £1 billion a year on the diagnosis and treatment of hip fractures - the largest single cause of accident-related death in the UK, with a third of patients dying within a year of first presenting at hospital.

The new technology means signs of a problem can be picked up from the first fracture without the need to wait a number of weeks for further specialist scans.

This enables targeted treatment to start much sooner, reducing the risk of more serious fractures occurring.

The orthopaedic research team led the study, and with collaboration from colleagues in radiology and rheumatology, compared images from the new software to results from 130 patients who had attended appointments for a DEXA bone scan at James Cook with positive results.

Professor Amar Rangan, consultant orthopaedic surgeon and chief investigator for the clinical study said: "The data I have seen from the study so far is fascinating and exciting as I think it has the potential to change the way we screen individuals to assess their bone health."

IPC assistants offer a helping hand

DURING COVID-19 the role of the PPE marshal was introduced across the trust to support staff. The post has since evolved to an infection prevention and control assistant role within the IPC team.

The team's main objectives include being visible within clinical areas to observe and reiterate the importance of the correct PPE donning and doffing procedures as well as the ongoing drive to ensure effective hand hygiene practice which is all paramount to keeping staff safe.

Regular donning and doffing training sessions are in place to encourage safe practice across the hospital as well as offering pastoral support to staff in relation to their wellbeing.

Christie Sowerby, infection control nurse, said the team is aiming to expand the service from James Cook to the Friarage.

Christie added: "We currently have five IPC assistants that have seconded to the IPC team for six months.

"The team have been amazing, like all of the trust, they have been so resilient during the pandemic.

"They have all been asked to go above and beyond what they would normally do and they have exceeded every expectation. We are so grateful for all of their help."



Christie Sowerby with the IPC assistants

First South Tees STARS announced



HUNDREDS of colleagues have been nominated for South Tees Appreciation Reports - known as STARS.

More than 400 reports have been carefully considered by our judging panel and our first STARS winners have been selected for each of the five categories...



Going the extra mile – Tony Alton, medical physics

During the COVID-19 pandemic Tony has supported the upscaling of the FFP3 fit testing teams. He has created a multitude of vital tools and aids to ensure fit testing has been a proactive and efficient service for all staff. Tony arranged for production line manufacturing within medical physics to produce vital face visors very quickly ensuring staff were protected whilst other stocks were being sourced. Tony was nominated by Andrew Simpson.



Dealing with difficult situations – Colette Dixon, children's medical day unit

A young boy was brought in by his mother for a child protection medical having sustained some bruises and became extremely distressed. By playing with him and interacting really positively Collette was able to turn the situation around, enabling the examination to go ahead. The boy was calm and happy throughout. It prevented him having to come back the next day to go through the whole process again and his mother was also appreciative. Colette was nominated by Mark Burns.

Team work – Elizabeth Greenwood and the ward 21 nursing team

In response to the need to use the paediatric critical care unit for adult patients during COVID-19, paediatric critical care moved onto ward 21. The ward 21 nursing team worked really hard to help with this transition, learning new ways of working, moving stock and equipment and cleaning kit. They made the whole process straightforward despite disruption to their usual working. The team was nominated by Amy Norrington.



Attention to detail – Samantha Ward, ward 36

Sam has worked over and above when she has been working alone due to ward clerk vacancies on a busy trauma ward. Sam supports the ward clinical team immensely and ensures patients get a first class service when they are on the ward or when a visitor has any queries. Sam was nominated by Keir Rummins.



Communication - Post graduate department, James Cook

The post graduate education team organised and publicised a live screening of a webinar from the Royal College of Physicians (London) on COVID-19. The series of lectures was scheduled over two hours and included presentation from the chief medical officer. The team was nominated by Michael Tremlett.

All staff who are given a South Tees Appreciation Report receive a certificate by email. Each month all the reports are reviewed by a senior leadership panel and a STAR Award is presented to the most outstanding team or individual for each category.

If someone made your day today give them a special thank you by clicking on the STARS link on the intranet systems page.

Providing staff with the confidence to talk to emotionally distressed people



Sage & Thyme - Dr Hannah Wade



Dr Emma Drummond



Margaret Pickering

A TRAINING course has been empowering colleagues to support those appearing emotionally distressed.

The evidenced based foundation level communications workshop, Sage & Thyme, is used by one in five trusts and has been designed to help staff develop the skills they need to notice distress, hear a person's concerns and respond helpfully to them.

In May 2018, Macmillan and the department of medical psychology at South Tees funded three staff members: Dr Hannah Wade, clinical psychologist (lead facilitator), Dr Emma Drummond, clinical psychologist and Margaret Pickering, counsellor (co-facilitators), to deliver the training to staff working with cancer patients and their families within the trust.

Dr Wade said: "Due to COVID-19, staff are often working in different roles than they would normally. We

are aware that now, more than ever, they need to be skilled to have very difficult conversations with patients and colleagues. We have run four courses to date and have trained almost 100 people, from a variety of acute and community services."

Sage & Thyme comprises lectures, group work and rehearsals within a half day course, to ensure that participants are properly equipped to talk to people who look emotionally distressed.

Following the training, staff receive a nationally recognised certificate of completion.

Dianne Broughton, administrator and psychology secretary for the community specialist palliative care team commented: "I thought it would be beneficial to attend the Sage & Thyme training course. I speak to patients on the telephone and sometimes those conversations are challenging and often upsetting for the patient. The course gave me confidence and skills to be

able to communicate with patients and carers more effectively and respond in a more structured but empathic manner. The course was very helpful and the facilitators friendly, knowledgeable and supportive."

Dr Wade summarised: "We have been overwhelmed by how well received the workshops have been and wish to extend our thanks to all those that have taken part. Indeed, 85% to 100% of attendees have rated scores of eight plus (out of a maximum of ten) on their ability to feel more confident to talk to people about their emotional troubles."

The next round of courses will be led by Dr Emma Drummond and co-facilitated by her colleagues, Dr Carey Viala, consultant clinical psychologist and Dr Suzannah Clark, clinical psychologist.

It is likely that they will be advertised, when possible, via the STRIVE Centre and delivered at James Cook and the Friarage. The format may vary, in line with COVID-19 requirements.

Light boxes help grieving families

A SERIES of scenic light boxes, funded by the acute specialist palliative care team trust fund, Macmillan and James Cook University Hospital Voluntary Services, have been installed in James Cook's service corridor which leads to the mortuary.

Relatives are often escorted down the dull, busy service corridor to the mortuary viewing room to view their loved ones as there is no alternative route.

It is hoped that the new ceiling lights and light box pictures, depicting a walk to Roseberry Topping, will provide a more pleasant walkway and be a distraction for grieving relatives.

The installation of the lights comes after Hospice UK performed a 'fresh eyes project' visit to the hospital. The purpose of the visit was to review the provision of service throughout the hospital for those patients at the end of life.

Macmillan palliative and end of life support sister, Laura Graham, said: "The new lights have made a big impact and have really brightened the corridor. I would like to say thank you to everyone involved, including the trust's estates team who kindly fitted some of the lights free of charge. The lights will make a huge difference for those using this area."

Laura, who is one of the support sisters from the trust's Dragonfly Scheme, added: "We hope the lights will become a signature of future 'dragonfly rooms' within the trust which we hope to



Roseberry Topping light box



James Cook sky light boxes

continue to raise funds for with help from our charities team."

The Dragonfly Scheme was developed by the trust's palliative care team in

2016 and ensures relatives who wish to stay by their loved one's side in their final days can be as comfortable as possible.

Georgina Oakley, services manager for James Cook University Hospital Voluntary Services, said her team were delighted to fund such a worthwhile project.

She said: "When you walk down the service corridor your eyes are now immediately drawn to the lovely pictures and sky lights. I hope it helps the grieving relatives of the patients who sadly have died."

Matron, Paula Taggart added: "We hope the lights go some way to make what is an extremely difficult situation for relatives who have to visit the mortuary more bearable, the corridor is much more pleasant for staff to use as well."



The team responsible for the light boxes



Paul Baker, consultant orthopaedic surgeon and Natalie Clark, clinical trials assistant

Trust rolls out patient support programme

SOUTH TEES is rolling out a web based programme that allows patients to access personalised care plans and resources from the comfort of their own home following the coronavirus pandemic.

The interactive platform, Go Well Health (GWH), has been used by the trust's orthopaedics team since 2018, but as a result of the coronavirus pandemic it will soon also be available to cardiothoracic patients.

During the pandemic, all non-urgent face to face clinic appointments were postponed to allow NHS resources to be focused and prioritised to the areas and patients who needed them most and reduce the risk of infection

This saw medical teams look at different ways that they could remotely assist patients who were waiting for surgery.

The free programme allows patients to access services they would normally expect in person. This includes educational information, maps, surgical videos, narrated presentations and therapy videos.

Surgeons are also able to monitor the patient while they are at home through interactive forms and detailed reports which patients complete within the programme.

"The programme has really come into its own during the coronavirus pandemic"

Consultant orthopaedic surgeon, Paul Baker, was involved in the initial launch of the programme, said: "GWH is an excellent way of making sure that patients have direct, effective and quick communication with their consultants.

"Since we introduced the app to orthopaedic patients in November 2018 and we have had more than 1,100 patients register.

"The programme has really come into its own during the coronavirus pandemic and I am happy to see that is going to be taken on by another department within the trust."

Marion Archer, 75 from near Northallerton, used the digital programme when she underwent a hip replacement at the Friarage in 2018.

"I would recommend the programme to anyone as it's a really good way of keeping in touch with your consultant and finding out what will happen before and during the procedure," she said.

"It included a lot of one page information sheets which were helpful.

I found the information about the hospital, what happens at your first appointment and what to take with you when going into hospital very useful, though I would have liked more exercise advice.

"If it wasn't for the programme I probably would have had a number of questions and would have needed to phone up to get answers to my questions.

"I used the diary section of the programme to keep my own record of progress and I still note any changes today."



Dedicated cancer nurse retires

GILL Hendry, Macmillan specialist nurse for neuro-oncology, has hung up her nursing uniform after more than 40 years of NHS service.

Gill played an integral part in setting up a multidisciplinary team to benefit patients and made lots of lifelong friends in the process.

Nicola Hand, cancer lead clinician and Macmillan lead cancer nurse, said: "Gill has dedicated her entire nursing career to being a cancer nurse."

"She has been the epitome of a true nurse - caring, compassionate and committed to constantly improving the experience of her patients and their families."

"Gill has always been willing to impart her skill and knowledge to clinical colleagues. I wish Gill many happy years of retirement and best wishes from her South Tees family."

Gill added: "I have absolutely loved being a nurse."

Robert's farewell message to colleagues

AFTER 27 years as a cardiothoracic anaesthetist, Robert Meike has retired.

Robert was one of the founders of the cardiothoracic unit at James Cook.

At a special retirement event in STRIVE Academic Centre, Robert told Talking Point he had mixed emotions about retiring:

"I'm going to miss all the activity, the friendship, the comradery and most of all I am going to miss my teams because they have been fantastic over the years," he said.

"I would like to say thank you very much to them for all the years of fantastic work we have done together as a team."



"Keep working hard, look after yourselves and stay safe."

Kath celebrates 40 years in the NHS

KATH Edmondson has retired from the surgical ward after 40 years of nursing.

The ward 7 manager started her career at the West Lane School of Nursing in 1980 and has always worked in surgery, taking on a sister's role when she was only 23 and a senior sister's post two years later.

"I feel a sense of achievement," said Kath. "But I'm going to miss the team and the camaraderie."

"I have absolutely loved the last 40

years of nursing, whilst there have been many changes and challenges over the years, my aim was to make a difference and I would like to think I have achieved this."

Samantha Easby, ward sister added: "Kath has been a brilliant head of the family and a pillar of support to us all. We will miss her so much."

Kath is now looking forward to spending more time with family and enjoying a more relaxed way of life, but will also be returning to James Cook part time to support the stoma team.





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