



TALKING POINT

January 2019

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centre welcomes
first patients



£10million cancer centre opens its doors

A NEW £10million cancer centre has officially opened its doors at the Friarage.

The Sir Robert Ogden Macmillan Centre features a spacious chemotherapy lounge, relaxing garden area and a Macmillan information centre as well as complementary therapy, consultation and treatment rooms.

Yorkshire philanthropist Sir Robert Ogden has jointly funded the purpose-built facility in partnership with Macmillan, providing a wealth of design expertise to help turn a vision into reality.

Sir Robert said: "I am delighted that the people of North Yorkshire now have a new cancer treatment centre. My wife and I are proud to have been closely involved with the design and funding of the project."

The Trust has also contributed to the project by clearing the site and building a new car park, and providing clinical ideas and expertise.

The first staff and visitors to set foot in the centre have been amazed by the look and feel of the modern, state-of-the-art facility.

Having treatment and support services under one roof means that patients no longer have to walk to different parts of the hospital. The centre will provide more than 4,500 chemotherapy treatments a year and more than 200 outpatient appointments a week.

Nicky Hand, lead cancer nurse at the Trust said: "It's amazing because we can now treat more patients closer to home in this beautiful environment. The centre been created with a lot of input from our cancer patients. For example we have given patient choice when having chemotherapy by offering a range of seating options, including private space, all of which are accommodated within an environment that offers natural light and the ability to see the garden wherever you choose to sit."

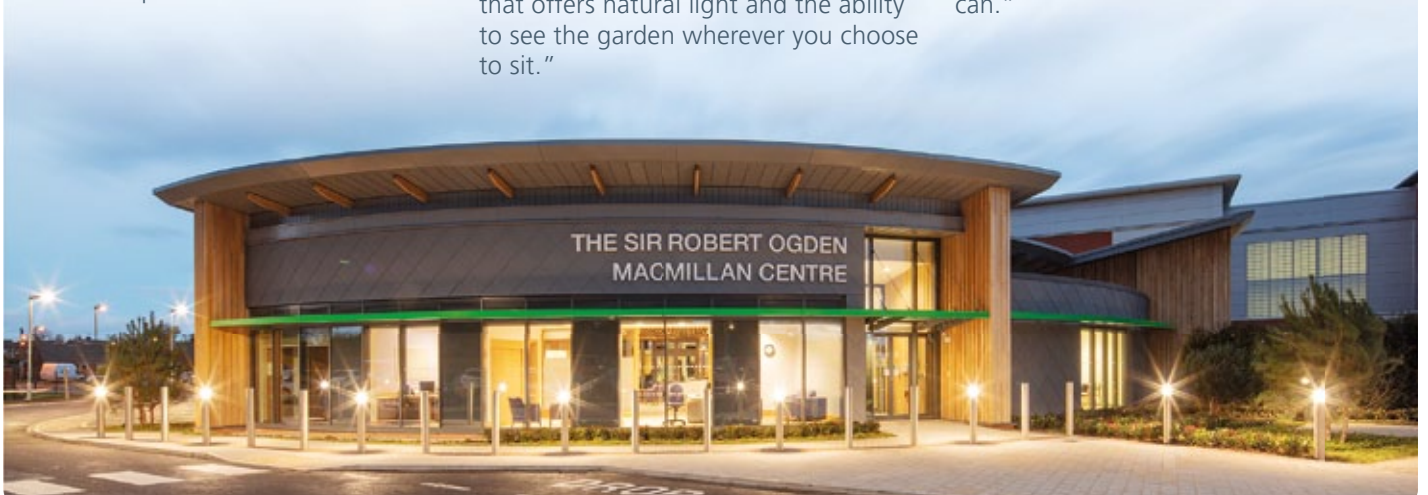


Trust CEO Siobhan McArdle, Macmillan CEO Lynda Thomas, Lady Halifax, Sir Robert and Lady Ogden and Trust chairman Alan Downey (left to right)

Building work began on the centre back in September 2017. Since then, more than 4,000 bricks have been laid and 400m² of glazed curtain walling installed.

Lady Halifax, President of Macmillan Cancer Support added: "As we move forward into a future where more people will get cancer and more people live with it, this centre will provide the people of Northallerton and its surrounding areas with a facility second to none.

"It is well equipped to meet demand, accommodate changes and advances in treatment while at the same time providing a beautiful and calming space where everyone is able to have conversations about all their emotional, practical and financial needs and concerns, so they can get the right support and live life as fully as they can."



Preparing for the Care Quality Commission inspection

WE'RE expecting a visit from the Care Quality Commission (CQC) as part of their role in monitoring all health and social care services in England.

The CQC will be visiting our Trust to inspect our services to make sure they meet the high standard of safety and quality and that the Trust is well led. The CQC last visited us in 2016 and rated us as a 'good' organisation; we believe that we are an outstanding organisation and this is the time to tell the inspectors about the great work that you do, the excellent care that you provide to our patients and how we work innovatively to improve what we do.

We are expecting a visit from the inspectors any time from December into early 2019.

The CQC focus their inspection on five key questions, known as key lines of enquiry (KLOE). These are questions that we should be asking ourselves all the time about our services.

Is it safe? – People are protected from abuse and avoidable harm.

Is it effective? – People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best evidence.

Is it caring? – Staff involve and treat people with compassion, kindness, dignity and respect.

Is it responsive? – Services are organised so they meet people's needs.

Is it well led? – The leadership, management and governance of the organisation makes sure the delivery of high quality person-centred care, supports learning and innovation and promotes an open and fair culture.

The inspection

We will be visited, unannounced, by a team of inspectors; they will visit a number of core services.

We will have a planned inspection to look at how the organisation is 'well led'.

We will be assessed on our use of resources, led by NHS Improvement.

We have already submitted significant amounts of information as part of evidence requested in advance of their visit.

Gill Hunt, director of nursing, is leading the preparations for the CQC inspection and we have a weekly focus on a key topic as a reminder for all staff, along with lots of information and resources available on the intranet.

Shh...

Sleep Helps Healing

The Trust has launched a new campaign to help reduce noise levels on its wards at night.

The Sleep Helps Healing campaign urges both staff and patients to dim the lights and keep noise to a minimum between the hours of 11pm and 6am.

Wards at James Cook, Friarage, Redcar Hospital, East Cleveland Hospital and the Friary have all signed up to the scheme.

Guidance for staff and patients is now displayed on each ward covering everything from switching mobile phones to silent and being mindful of speaking volume to ensuring bins are closed quietly and call bells are answered promptly.

The move follows feedback from the Trust's 1,000 Voices patient survey which identified noise at night as the main area that could be improved to help make a patient's hospital stay more comfortable.

Karen Harwood, Friarage Hospital matron said: "We carefully considered all the patient feedback we received and we hope this new campaign will help encourage everyone to keep noise levels to a minimum after 11pm.

"We are reminding staff to consider everything from answering ward telephones quickly, to wearing soft soled shoes and ensuring all equipment is easily accessible and in good working order.

"Patients can do their bit as well by turning off TVs, radios and mobiles after 11pm or using headphones or switching devices to silent."

Nicola Herraghty, one of the matrons at James Cook added: "If any patients are struggling to rest or get to sleep we always encourage them to let our nursing staff know as they may be able to help.

"Our patients are often very poorly and in need of a good night's rest so we want to do as much as we possibly can to create a relaxing environment without any unnecessary disturbances. After all sleep helps healing!"

To find out more about the campaign visit www.southtees.nhs.uk

Allerton Ward staff at the Friarage support the Sleep Helps Healing campaign





Lung surgery team treat 200th patient

MORE than 200 patients have undergone lung surgery at the Friarage since the thoracic surgical service was launched two years ago.

Patient number 200 was Brian Gordon, 68, of Northallerton, who required surgery after one of his lungs collapsed and filled with fluid, leaving him breathless whenever he tried to do anything.

"It was very handy having it all done at the Friarage," he said. "I couldn't fault any of the treatment I received."

The service was set up in October 2016 thanks to the support of military anaesthetists and a £14,000 donation from The Friends of the Friarage.

In total, around £95,000 was invested in the new service to transform theatre space, provide specialist imaging equipment, increase theatre capacity for lung surgery and ensure the highest standards in care and comfort.

Outpatient clinics are also now provided at the Friarage, ensuring as much treatment as possible is delivered closer to home.

Jonathan Ferguson, consultant in cardiothoracic services said: "It is fantastic to reach this milestone and to be able to say we have already helped more than 200 patients.

"Much of our work involves helping people with lung cancer and this service helps us to reduce waiting times and provides care closer to people's homes.

"It would not have been possible without the support of the Friends of the Friarage and our military anaesthetist colleagues who played an important role in helping to set up the thoracic surgical service."

Mum Kayleigh Doherty and dad Gary Hurworth with baby Tyler, his sister Jazmine and Friarage Maternity Centre manager Julie Larder.



Friarage maternity centre delivers 1,000th baby!

FRIARAGE Maternity Centre is celebrating after welcoming its 1,000th baby into the world.

Tyler Finn-Hurworth was delivered at the Northallerton midwifery-led unit on Thursday 4 October weighing 7lb 9oz.

Friarage Maternity Centre manager, Julie Larder, marked the great milestone by presenting mum Kayleigh Doherty with two silver memory boxes.

The special trinkets will be engraved with Tyler's name, date of birth and birthweight, as well as the words '1,000th baby born at Friarage Maternity Centre'.

Kayleigh of Northallerton said: "The staff have all been really fantastic, I can't fault them for anything."

Julie said: "We've been here now for four years and it's really amazing that we've reached this milestone. We're so proud of what we are achieving here.

"The Friarage Maternity Centre is the ideal place to have your baby if you are low risk. We offer one to one care in a very supportive community environment and we work closely with community midwives, consultants and our colleagues at James Cook to ensure we give the best experience to all of our mums."

For more information visit southtees.nhs.uk/services/maternity-and-obstetrics/friarage/

Staff urged to go smokefree

A NEW Stop Smoking Service for staff has been launched as part of the Trust's pledge to go smokefree by the end of March 2019.

Provided by occupational health, the 12-week programme is designed to help you stop smoking supported by a qualified stop smoking advisor who will:

- Assess your level of nicotine dependence and advise on appropriate treatments
- Advise you on how to effectively use your chosen Nicotine Replacement Therapy (NRT) products
- Advise you on how to identify your smoking triggers, avoid temptations and manage cravings/withdrawal symptoms
- Help you to remain motivated
- Provide you with vouchers for your NRT (Vouchers can be taken to pharmacies in the Redcar and Cleveland and Middlesbrough areas where your NRT can be collected/purchased)
- Provide continued support throughout your quit attempt

The programme consists of an initial assessment that will last 45 to 60 minutes followed by four weekly reviews. Support required after this will be determined by your progress.

Trust staff will be able to attend the service during working hours without any loss of pay. An appropriate time will need to be agreed in advance with line managers.

Wendy Large, specialist nurse occupational health said: "You are four times more likely to quit smoking with NRT and advisor support than you are if you choose to go it alone - it's time to clear the air so give us a call today!"

If you want to quit smoking or to learn more about the stop smoking service please contact occupational health on 01642 282482 (extension 52482) or email stees.evs.occupationalhealth@nhs.uk

Please note if you wish to use Champix in your quit attempt we would advise you to contact the Live Well Centre at the Dundas Arcade, Middlesbrough, on 01642 727579 or your GP practice.

As part of the Trust's smokefree campaign more than 50 staff have already signed up as smokefree champions to help provide stop smoking support to inpatients and NRT is now available on every ward.

To find out more about the Time to Clear the Air campaign visit www.southtees.nhs.uk/about/smokefree



Occupational health's Mark Schwec, Eileen Tilley, Yvonne Brand, Wendy Large and Danielle Taylor-Morris (left to right) get behind the Time to Clear The Air campaign.

National Guardian Freedom to Speak Up

If it matters to you, it matters to us!

TALKING Point met the Trust's new freedom to speak up guardians Laura Mills (head of facilities) and Helen Smithies (assistant director of nursing) to find out what their role entails and how they can support staff to speak up when it really matters.

What is a freedom to speak up guardian?

A Freedom to Speak Up Guardian is a member of staff who supports colleagues with concerns about patient safety, quality of care or the working environment which they feel they cannot raise through other channels such as their line manager.

Why was this role introduced?

It was a recommendation from Sir Robert Francis following on from the Mid Staffordshire Enquiry to ensure we promote a culture where NHS staff feel empowered to speak up on behalf of patients or their colleagues.

What types of concerns can we come to you with?

If something is impacting on quality of patient care or staff experience you can come to us in confidence. Examples of concerns that can be raised include poor clinical practice, breach of confidentiality, unsafe working conditions, misprescribing, fraud, bullying and harassment.

How do we raise a concern?

You can highlight risks or concerns by talking to your team leader or manager. They will raise any issues with clinical directors or managers and ultimately with senior leaders – Freedom to Speak Up is an additional way for staff to raise concerns where they don't feel these other routes have been effective or they don't feel able to use these routes. It forms part of our commitment to a culture of openness and high quality patient care.

Do I have to give my name?

No. We are currently working on an IT system that will allow you to raise a concern completely anonymously. We will always look into any concern raised and encourage people to speak openly, but it can also be done confidentially, so that only us as guardians are aware of your name, or anonymously if required.

Openness makes it easier to assess and investigate any problems. It also makes it easier for staff to receive feedback so they can see their concern is being taken seriously and where possible, receive the outcomes of any investigation.

How fast will a query be responded to?

We aim to pick up all emails the next working day, though any necessary investigations will of course take longer. If there is an immediate risk to patient safety you must however escalate this through the usual channels.

Why should we speak up?

The promotion of openness and transparency can act to protect patient safety and improve quality of care. It can also give staff a better experience at work. Every NHS employer should

welcome the opportunity that speaking up gives to prevent harm and learn to improve. It's about putting patients at the centre of everything we do and supporting, respecting and valuing each other. If it matters to you it matters to us!

What if people are concerned about speaking up?

We are here to support you and make sure you are treated fairly throughout the Freedom To Speak Up process. We have a zero tolerance approach to mistreatment of those who speak up and you will not experience any negative feedback.

How does this role work alongside your day job?

We both work full time in our day jobs so can be contacted at any time during office hours. We have both worked at the Trust for a number of years so are well known among staff and we like to think colleagues will feel they can approach us.

Can we get involved?

We will be developing a number of Freedom to Speak Up Champions in areas across the Trust in coming weeks. If you are interested in being a champion please email either of us.



Laura Mills (left) and Helen Smithies are the Trust's new freedom to speak up champions

To raise a Freedom to Speak Up concern you can email steesfreedomtospeakup1@nhs.net or steesfreedomtospeakup2@nhs.net or call Helen at James Cook on extension 55601 or Laura on extension 54657. Visit the whistle blowing intranet page for more details.

Putting care needs first

SOUTH Tees Hospitals has been praised for its use of HealthRoster to directly deploy a new therapeutic care support team, gaining national recognition at the prestigious Allocate Awards 2018.

The team won the award for putting care needs first, which was presented by chief executive officer of Allocate Software, Nick Wilson at the annual Allocate Awards in October.

Debi McKeown, nursing sister in therapeutic care, said: "Having the ability to allocate staff to a ward immediately on Eroster allows the team to provide a level of care for patients who require one to one support very quickly.

"This helps to reduce anxiety and distress in patients when they are at their most vulnerable. This system demonstrates that IT systems and care must work in collaboration to provide the best possible outcomes for our patients."

Eileen Aylott, assistant director of nursing added: "We were delighted to be recognised by Allocate Software for this work and its impact on patient care within South Tees Hospitals NHS Foundation Trust.

"It is imperative that we make the best use of our IT solutions to inform practice, and this process allows us full visibility through our SafeCare system of where patient acuity is raised and addressed with support from the Therapeutic Care Team.

"The combination of using a live IT system with Therapeutic Care redeployment has enabled us to use our resources more effectively in a timely and efficient manner whilst improving the quality of patient care."

South Tees nursing and therapeutic care teams proudly receive their Allocate Award



HELP US HELP YOU

STAY WELL THIS WINTER

WHETHER it's identifying extra hospital beds or vaccinating frontline staff against flu, plans are in place to enable urgent and emergency care teams to cope with increasing pressures this winter.

Penny Bateman, operations director for urgent and emergency care at the Trust said: "Winter always brings a rise in road accidents, slips, trips and falls, but the biggest increase we see during this time is the number of people coming through our doors with respiratory problems.

"This increased by as much as 68% last year, but not all of these admissions really need a hospital stay, some can be treated as day cases or receive treatment in their own home, supported by community services.

"People can also help us reduce unnecessary admissions by following the "Help Us Help You" advice to help them stay well and ensure they receive the right care, in the right place, at the right time.

"As a Trust we have robust contingency plans in place which will allow us to create additional hospital beds if required."

Where

~~What is best for my care?~~

NHS

| | | |
|--|---|--|
| Self-Care Grazed Knee Sore throat Norovirus |  | A lot of illnesses and symptoms can be treated in your home by making use of a well-stocked first aid kit and by getting plenty of rest. |
| Pharmacist Diarrhoea Headache Cough |  | Your local pharmacist is a highly trained healthcare professional who can give you advice on common illnesses and the medicines you need to treat them. |
| GP Feeling ill Fever Unexplained pains |  | If you have an illness or injury that won't go away make an appointment at your local GP. |
| NHS 111 Urgent medical need |  | If you urgently need medical help or advice but it's not life-threatening you should call the NHS 111 service. Access this service by simply ringing 111. |
| Minor Injuries Cuts Sprains Strains |  | Minor Injury Units (MIU) can assess and treat: minor burns, scalds, infected wounds, sprains, cuts, grazes and possible broken bones. |
| Mental Health Self-harm Suicidal feelings Hearing Voices |  | If you experience a mental health crisis you can either contact your GP or NHS 111 who will put you in contact with the crisis team, or you can attend the crisis assessment suite at Roseberry Park Hospital. |
| A&E (999) Life threatening condition |  | A&E is for emergencies only, keep A&E for those who really need it! In serious and life-threatening situations go to A&E or call 999. |

#HELPUSEHELPYOU

You can "Help Us Help You" by:

- Checking on elderly neighbours and relatives during cold snaps to ensure they are warm and well
- Getting the flu vaccine if you are over 65 or suffering from a long-term condition
- Thinking pharmacy first – did you know 98% of the population live within a 20 minute walk of a pharmacy?
- Ensuring home medicine cabinets are fully stocked and ordering repeat prescriptions in advance
- Practising good hand hygiene and not visiting hospital within 48 hours of having a sickness bug
- Being aware of the urgent care services available locally such as Redcar Minor Injury Unit and extended hours GP Hubs
- Calling NHS 111 or visiting 111.nhs.uk when you need immediate health advice but it's less urgent than 999 - including mental health crisis support and emergency dental treatment
- Booking routine GP appointments online via your GP practice website – including weekend and evening appointments at extended hours GP hubs (You will need to register with your GP practice to use these online services)
- Only using A&E or calling 999 for genuine emergencies



Nursing Times Awards 2018



Helen Scullion receives her Nurse of the Year Award from TV and radio presenter Gethin Jones

UroRadiology star named Nurse of the Year

HELLEN Scullion is celebrating after being named Nurse of the Year at the Nursing Times Awards 2018.

The accolade comes just months after Helen was listed as one of health and care's Top 70 Stars as part of national celebrations to mark the 70th anniversary of the NHS.

Helen, a urology advanced nurse practitioner in radiology, was nominated for both awards by senior sister Karen Loughran for her excellent rapport with patients and her inspirational service development work.

"It feels completely humbling and overwhelming, but it's an amazing feeling to receive this award," said Helen. "Hopefully we can now share this good practice with other teams across the NHS."

Helen instigated and completed specialist training to enable her to carry out interventional work such as

trans-rectal ultrasound scans, biopsy services, nephrostomy tube changes and urinary diversion stent changes – tasks previously only conducted by consultants – to help patients get the right follow up care without any delays.

This has also helped to reduce the number of patients who need to be re-admitted to hospital and she is now focussing on training other members of her team to perform these procedures as well as embarking on some MRI training.

Helen, who completed most of her nurse training at Teesside University, has also contributed to a range of initiatives to increase patient comfort and independence such as a scheme that allows people to empty and change their own drainage bags.

Helen worked closely with consultant radiologist Geoffrey Naisby to complete her training. He said: "This really is a lifetime achievement award because we have worked together for 16 years to get to achieve this."

Judges described Helen as an amazing nurse and said that her patients are at the heart of everything she does.

Helen added: "I always think about what the patient needs and I try to assist where there has been a gap in service provision.

"I have had lots of thank you letters from patients, that is what makes it really worthwhile."

Celebrating 25 years of cardiothoracic surgery



TWENTY-FIVE years ago, at a time when Teesside had some of the worst health statistics in the country, cardiothoracic surgery began at a new centre, based at the James Cook.

Since then, the team have carried out 33,000 operations, with patients now benefiting from world-renowned surgery, including cutting edge robotic surgery and minimally invasive procedures.

During the last 25 years, there has been a 74% reduction in coronary heart disease, but with that reduction comes the challenge for doctors of treating patients who are much older and who have more complex conditions.

As the team continues to attract funding for the latest research and trials, technology is transforming surgery for patients, who are now able to go home much sooner after their operations, reducing their stay in hospital.

Also established the year after, was the South Cleveland Heart Fund, which has raised over £2.5million, with all the money raised going to support the unit, through donations and legacies from grateful patients and families.

The changes over the last 25 years have been significant, and current and past staff recently got together to celebrate their collective achievements.








The original members of the cardiothoracic team: Adrian Davies, John Wallace and Robert Meikle (left to right)

National recognition for outstanding contribution to patient care

THE cardiac rhythm management service at the Friarage has been named Team of the Year at the Arrhythmia Alliance Excellence in Practice Awards.

Presented at the annual four day Heart Rhythm Congress in Birmingham, the award recognises the service developments that have taken place within cardiac rhythm management at the Friarage over the last five years.

These include the introduction of:

-  **A rapid access arrhythmia service**
-  **Complex device patient repatriation and remote patient monitoring clinics**
-  **Tertiary electrophysiology clinics**
-  **Cardiac rhythm management pre-admission clinics**
-  **A blackout and implantable loop recorder service**

Consultant cardiologist Dr Andrew Turley said: "This is a tremendous accolade for everyone involved and is well-deserved national recognition for the hard work the team does day in and day out to make an outstanding contribution to patient care.

"As always I am grateful to Friends of Friarage in helping us complete the jigsaw with the introduction of the new blackout service."

The Friarage cardiac rhythm management team celebrate their Team of the Year Award



Tiny valve improves lung function

IT WAS a collapsed lung that finally forced Pat Maloney to quit smoking after 50 years.

Little did she know, it would also lead to her becoming the first patient at South Tees Hospitals to benefit from a new valve treatment to improve lung function.

Pat, 71, has suffered for years with emphysema - a long term, progressive disease of the lungs that primarily causes shortness of breath. Then one day she struggled to get out of bed at all because her lung had collapsed.

While the collapsed lung was quickly re-inflated, the admission to hospital brought Pat under the watchful eyes of a team of respiratory and cardiothoracic specialists at James Cook. The experts identified her as the perfect candidate to benefit from a new artificial valve treatment.

Prior to the procedure, Pat's advanced emphysema had left her reliant on home oxygen, even simple tasks such as showering or going to the shop left her struggling for breath.

But the retired library assistant from Normanby says she is now feeling "marvellous" after having four tiny Pulmonx valves inserted into her lung. The procedure was carried out in just 20 minutes using a flexible tube (catheter) to insert the valves via her airways.

"Before the procedure I was on oxygen, I could not shower or dress – trivial things I could not do," said Pat. "Now I can potter in the garden or can go shopping, and I'm not on the oxygen as much as I was."

Respiratory consultant Ramamurthy Sathyamurthy and cardiothoracic consultant Joel Dunning were the first to carry out the minimally invasive procedure at James Cook.

Mr Dunning explained that traditionally emphysema could be treated with an operation to remove part of the damaged lung but in Pat's case this was thought to be too high risk.

He said: "The Pulmonx valve provides a new treatment option which avoids the need for surgery.

"The one-way valve prevents airflow into the diseased part of the lung, allowing healthier regions to expand and function more efficiently.

"There are around 3,000 people in the region on home oxygen, only half have seen a specialist. But this new treatment improves lung function, exercise capacity and quality of life."



Pat Maloney and cardiothoracic consultant Joel Dunning with the Pulmonx valve

10,000th pacemaker patient Nancy Knowles pictured with cardiac physiologist Karen Potts



Heart team implant 10,000th pacemaker

THE heart unit is celebrating reaching another special milestone after implanting its 10,000th pacemaker.

Nancy Knowles, 79, had the honour of being patient number 10,000 for South Tees Hospitals.

The Northallerton grandmother had been diagnosed with heart failure but had put off having a pacemaker for more than two years. Eventually she became very breathless and found herself attending appointments in a wheelchair so she agreed to undergo the procedure.

Nancy had the pacemaker fitted at James Cook and was out of hospital the same day, with follow up clinics provided at the Friarage. Now she says she feels better than ever and is happily walking about again.

"I'm feeling absolutely fine," she said. "I'm walking better and can get up the stairs better. I can do more things now than what I did before!"

A pacemaker is a small device that is placed in the chest to help control abnormal heart rhythms. It uses electrical pulses to prompt the heart to beat at a normal rate.

The heart team at James Cook fitted their first pacemaker back in 1993 and now implant around 800 of the devices every year in the hospital's cardiac catheterisation labs. Many of these are complex cases as the more straightforward procedures can now be carried out in district hospitals.

Consultant cardiologist Dr Andrew Turley said: "It's a tremendous achievement to get to number 10,000. These devices have a clear benefit to life expectancy and every year we are doing more and helping more patients."

The award-winning cardiac electrophysiology team have pioneered a number of leading edge treatments over the last 25 years including:

-  **first in the UK to implant a Medtronic Reveal LINQ™ loop recorder**
-  **first in the world (outside of clinical trials) to implant a WiSE wireless pacemaker the size of a grain of rice**
-  **first globally to fit an Ingenio™ pacemaker which lasts up to 14 years**
-  **First in the country to create a nurse-led arrhythmia service**
-  **Introducing specialist blackout clinics at James Cook and the Friarage**

To find out more visit southtees.nhs.uk/services/cardiothoracic-services

The cardiac catheterisation team celebrate after implanting their 10,000th pacemaker



Triple honours for infectious diseases research team

THE TRUST'S infectious diseases research team ended 2018 on a high after scooping three awards.

David R Chadwick, consultant in infectious diseases, and his research team were awarded a Royal College of Physicians and Clinical Research Network Award for research activity, a Medipex Innovation Award and the Bright Ideas in Health Innovative Device/Technology Award.

As research lead for Infectious Diseases at the Trust, Dr Chadwick has overseen a substantial increase in National Institute for Health Research activity over the past 10 years, increasing participation in HIV and infection studies as well as antibiotics and vaccine trials.

One of the projects developed together with GPs and researchers at Teesside

University is a software application to improve testing for HIV and viral hepatitis, which is currently undergoing pilot testing in several GP surgeries. This innovation won the Medipex NHS Innovation Award for Primary Care.

The team received £3,000 prize money which will be used to fund a training afternoon to promote greater research involvement of clinicians and to develop a research leaflet for patients.

The Blood Borne Virus (BBV) application also saw the team pick up a Bright Ideas in Health Award for development of an innovative device or technology.

Dr Chadwick said: "The innovation will hopefully reduce late diagnosis of HIV, along with viral hepatitis. As well as being a great accolade for South Tees it also recognises the important contribution of my research colleagues here at James Cook, in primary care and at Teesside University."



David R Chadwick and lead research nurse Pauline Lambert collecting the Bright Ideas in Health Award on behalf of the team



Specialist speech and language therapist Sarah Woodman

Patients benefit from new approach

JAMES Cook has another specialist speech and language therapist within its head and neck speech and language therapy team thanks to four years' funding from Macmillan Cancer Support.

Specialist speech and language therapist Sarah Woodman said: "Prior to my post we were only able to see a limited number of patients diagnosed with head and neck cancer to inform, assess, support and rehabilitate communication and swallowing disorders as a result of treatment. One large gap was our support for patients undergoing oncological treatment such as radiotherapy, chemoradiotherapy and chemotherapy.

"Since joining the team we have been able to greatly improve the oncology speech and language therapy service for head and neck patients. This includes pre-treatment assessment, regular re-assessment and advice whilst on-treatment and long-term follow up including regular therapy sessions post-treatment.

"Our patients have benefited from this approach and many are able to return to eating and drinking sooner with more readily available support."

Third award in three years for Parkinson's team

THE Parkinson's Advanced Symptoms Unit (PASU) at Redcar Hospital has won a Big Ideas for Better Health Award – and a £3,000 bursary – for driving prevention and early intervention.

Presented by global biopharmaceutical company AbbVie, the award recognises the work of the movement disorder team for setting up a service designed to reduce emergency admissions, decrease medication costs and improve the health and wellbeing of Parkinson's patients.

This is the third award in as many years for the Trust's PASU team - they also scooped a Patient Safety Award in 2016 and a UK Parkinson's Excellence Network Award in 2017.

Consultant neurologist Neil Archibald said: "We set the service up three years ago to try and meet the needs of our patients who were struggling with their Parkinson's disease.

"Since the unit has been running we have seen a huge improvement in patient care - admissions to hospital and nursing care have reduced, complications such as hip fractures have halved and our staff have helped to train community teams to deliver better care for our patients.

"In addition, our team has set up a host of interventions that improve both social engagement and Parkinson's symptoms including a choir, a boot camp, dance classes, Nordic walking and yoga.

"The award is not only welcome recognition for the team but will help us to continue to improve and develop our own service."

Patient Norman Wise from Hartlepool said: "PASU provides a much needed and readily accessible facility for assessing and treating those that suffer from Parkinson's disease. On a personal level, the unit provides easy access to a dedicated and professional staff who produced for me a pertinent bespoke treatment plan."

Dr Andy Parker, a GP from Borough Road and Nunthorpe Medical Group whose father-in-law has advanced Parkinson's disease, said the PASU has been an incredible support with frequent contact and home visits made by caring and professional staff.

He said: "Even as a doctor, I did not really appreciate the devastating impact that Parkinson's disease can have on both the patient and their family and the PASU is a lifeline to people in the same situation as us. It is a shining example of all that is good about the NHS."



Consultant Neil Archibald receives the Big Ideas for Better Health Award from secretary of state for health Matt Hancock

My circle of life

MACMILLAN volunteer Stuart Payne has done a lot to support patients over the years, most recently setting up the Macmillan Café at the Trinity Holistic Centre which brings cancer patients together to talk about their experiences on a monthly basis. Here he shares his story in his own words...

I first started getting breathless and feeling generally unwell in 2008 and the following February a chest x-ray revealed a growth on my right lung. I saw a chest specialist at James Cook and after a series of tests found out I had lung cancer. The morning of my operation came round pretty quickly and I was back on ward 32, and later ward 31, before I knew it.

After going through treatment with chemotherapy and my five year check-ups I answered an advert in our evening paper asking for volunteers and went along to the Macmillan Information Centre to undergo training to help people with cancer. I spent my time at the chemotherapy clinic waiting on and talking to patients whilst they were having treatment and I enjoyed talking to people and finding out about them.

I was then given the opportunity to help out in the lung clinic and was introduced to Jan Hughes, a specialist nurse who I shadowed until I felt able to go in with patients to get their results. Afterwards we would go to the quiet room where

I would make a tea or coffee and we would have a talk about what the doctor had said, this allowed the nurses to help the next patient.

Later a thoracic surgeon asked me to work with the cardiothoracic team so we all decided I would talk to patients who were dubious about having lung surgery or recovering from it so I could share my experience of coming out the other side, back on ward 31 and 32! Who would have thought that nearly ten years after my treatment I would be back in the same place reassuring patients and praising all the staff on those wards whom I have to thank for my recovery.

I always talk to patients about the services that Macmillan offer and that's why I decided to start the Macmillan Café, where patients can drop in for a cuppa and cake and talk about their experiences of cancer with others who have been through it.

The Macmillan Café is held in the Trinity Holistic Centre from 10am to 2pm on the last Tuesday of every month.



Macmillan volunteer Stuart Payne hosts the monthly Macmillan Café



Emmerdale match boosts Friends' funds

THE Friends of the Friarage was the chosen charity for this year's Emmerdale verses Crakehall charity cricket match.

Donna Jermyn, chairman of the Friends of the Friarage is pictured here receiving a commemorative chopping board from Emmerdale actor Chris Chittell who plays Eric Pollard.

Donna said: "Despite the bad weather just before the event and the lower than expected number of spectators, the Emmerdale celebrities and the Crakehall Cricket Team played an entertaining match and helped us raise £10,556.

"I would like to say a huge thank you to everyone who helped make this such an enjoyable event."

The event was sponsored by Theakstons Brewery and the Friends were sponsored by Barkers of Northallerton and Barclays Bank.

Side cots helping mums to bond with baby

JAMES Cook University Hospital Voluntary Services and Applebridge Construction Company have teamed up to donate 13 side cots to the postnatal and transitional care ward at James Cook.

Ward 17 staff would like say a big thank you for the side cots which help to promote early relationship building, successful feeding and neurological development of new born babies.

Alison Stewart, postnatal and transitional care ward manager said: "We were initially only able to provide one cot, but we received such wonderful patient feedback that we wanted to be able to provide this equipment for more new mums.

"The cots can help mums to build a strong, loving bond by allowing them to easily care for their baby. The cot is particularly useful for new mums who have had a caesarean section and find it difficult to get out of bed independently.

"The new cots provide women with the opportunity to feed, care and soothe their baby independently, which in turn, builds their confidence prior to going home."



Darren raises £12,500 after surviving against the odds

WHEN Darren Percival was admitted to hospital with pneumonia he spent more than 100 days in intensive care and survived against the odds.

And now he has achieved another amazing feat – raising £12,500 for the intensive care teams at James Cook and the Friarage who cared for him - by holding a grand prize draw.

Dr Michelle Carey, consultant in intensive care medicine said: "Darren was admitted with pneumonia following influenza last winter and he was very, very poorly for a significant period of time. But he has done really well and has, against all the odds, survived and recovered to almost make a complete recovery. This donation means a huge amount to us all."

Darren said: "The staff have all been fantastic. And after spending a very long time in hospital we decided that simply saying thank you didn't feel like it was enough, so we had to do something more!

"The response from our community was incredible. We had donations from farmers and business syndicates and altogether we had 90 prizes including cottage stays and weekend breaks."

Darren's wife Denise added: "We had no idea that he was so poorly when we brought him in. But he didn't give up and the staff here never gave up on him.

"We raised the money through the grand prize raffle and one of our friends, Martyn Fawcett had a 60th birthday party and asked for donations for Darren instead of birthday gifts, so he gave us £3,500.

"We will be forever grateful to the physios, consultants, nurses - each and every one of them!"



Community team grant patient's seaside wish

COMMUNITY staff pulled out all the stops to help make one of a housebound patient's final wishes come true.

David Holdcroft was cared for by the community team in his own home in Saltburn and always spoke of how he longed to get out to the sea front for a quiet walk with his wife Sheila.

Utilising community specialist palliative care team trust funds the team managed to book a private ambulance to grant his wish.

Community nurses were arranged to re-load David's syringe pump early and carers were on hand to get David ready for his trip.

The ambulance transported David down to the sea front where he and Sheila enjoyed fish and chips, tea and ice cream and a visit to the pier in the sunshine.

Fiona Perry, Macmillan Specialist Nurse said: "It was an amazing day! Thank you to all the team involved in making this happen."

Learning about nursing care in the community

FRIARY clinic has welcomed its first ever work experience students.

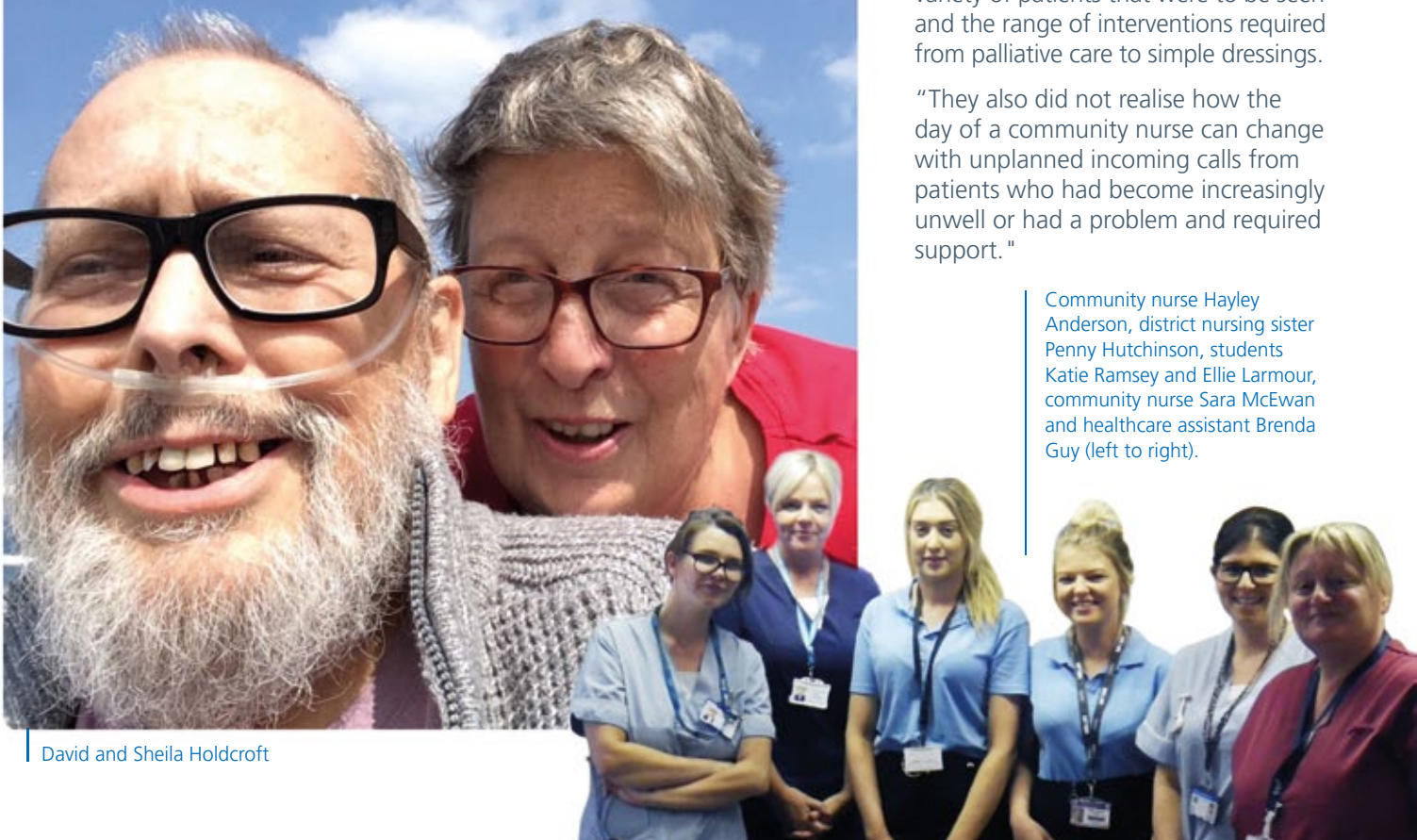
Ellie Larmour, 17, and Katie Ramsey, 17, Health and Social Care students at Queen Elizabeth Sixth Form College in Darlington, joined the District Nursing Team for two weeks to discover more about the complexities of delivering nursing care in the community.

Penny Hutchinson, district nursing sister said: "The students observed both healthcare assistants and qualified staff providing day-to-day care to patients in the community residing in a range of residential dwellings.

"They described their experience as overwhelming at times due to the variety of patients that were to be seen and the range of interventions required from palliative care to simple dressings.

"They also did not realise how the day of a community nurse can change with unplanned incoming calls from patients who had become increasingly unwell or had a problem and required support."

Community nurse Hayley Anderson, district nursing sister Penny Hutchinson, students Katie Ramsey and Ellie Larmour, community nurse Sara McEwan and healthcare assistant Brenda Guy (left to right).



David and Sheila Holdcroft

Sue heads down under!

GOOD luck to head of physiotherapy Sue Gavaghan who celebrated her retirement this week after joining the NHS 34 years ago as a junior physiotherapist.



Sue said the highlight of her career had been the fantastic people she had worked with along the way, many of whom turned out to wish her well at a special leaving presentation in the rehab gym.

"I am honoured and proud to have been a physiotherapist for 34 years – a career I still believe is one of the best in the NHS."

Sue is now heading to Australia to spend more time with her family, particularly her grandchildren.

Bev celebrates 38 years

COMMUNITY and palliative care service manager Bev Dredge has retired after 38 years in the NHS.

Bev completed her nurse training at North Ormesby before taking on roles in the community and medicine, including specialist respiratory nurse at South Cleveland Hospital and more recently leading major service changes at our community hospitals.

"I was here the day it opened," she said. "We only had 12 wards then in the old tower block."

Michelle Watson, service manager for obstetrics and gynaecology said: "I've worked with Bev over many years, at the Trust, Middlesbrough, Redcar and Cleveland Community Services and Middlesbrough Primary Care Trust.

"She is an inspirational leader and should be very proud of all she has achieved in her NHS life."



The Trust Nurse and Midwife Consultant

Nightingale Awards

Have you or a relative had outstanding care whilst a patient in the Trust or while being cared for by our community services?

Do you work with an exceptional colleague or team?

Has a member of the below listed teams demonstrated outstanding mentoring / facilitating skills towards pre or post registration students or health care assistants?

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Faye Louise Crawford
2018 Overall Winner

If so we would like to hear from you as we are looking for our annual Nightingale Award Winners for 2019.

You can nominate the following staff groups for a Nightingale Award:

... nursing / midwifery / military
... student nurses / midwives / nursing cadets ... operating department practitioner ... student operating department practitioner ... healthcare assistants and assistant practitioners ... dental nurses ... community nurses ... a whole team ...

For more information and a nomination form contact the ward manager or the directorate of quality and assurance on 01642 854344. Alternatively you can find more information on the trust intranet and internet websites.

Closing date for nominations:

28 February 2019

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