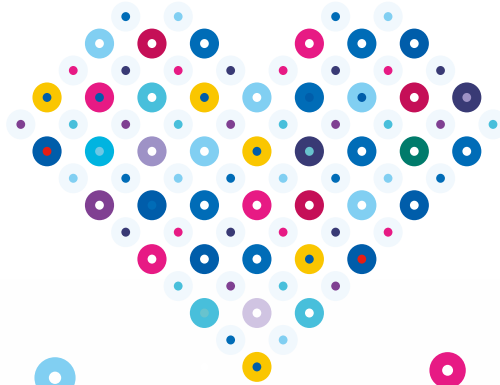


# TALKING POINT

SUMMER 2023



for you

Inspected and rated

Good



## Trust celebrates 'Good' CQC rating

### INSIDE

New lung cancer procedure "will save many lives"

Pioneering robot-assisted surgery comes to the Friarage

Gold autism award for children's surgery team

NHS 75 unsung heroes



# Pioneering robot-assisted surgery comes to the Friarage

## PATIENTS undergoing knee, hip and other joint replacement surgery at the Friarage are benefiting from robotic-assisted surgery.

The investment in the new surgical robot builds on the trust's reputation as a pioneering NHS centre of world-class robotic surgery.

Benefits to patients from the Friarage's new orthopaedic robot include less pain, quicker recovery, shorter hospital stays and more natural-feeling movement after surgery.

Using 3D technology, the robotic system allows surgeons to create each patient's surgical plan before their operation.

During the operation a robotic arm is controlled by the surgeon in the

operating theatre, giving them precise control of their instruments.

As well as benefiting patients undergoing surgery, the advantages from the new robotic system include surgeons being able to carry out more operations due to the shorter time patients must stay in hospital.

Andy Port, surgeon and chair of head and neck, orthopaedic and reconstructive services clinical collaborative, said: "Thanks to the incredible work of colleagues across the trust, NHS waiting times for orthopaedic procedures at the Friarage are now lower than before the COVID-19 pandemic."

He added: "For patients undergoing surgery, it means quicker recovery times, reduced pain and improved function. For people waiting for surgery, it means more patients can be seen."

Mike Stewart, chief medical officer said: "Robotic surgery first came to Teesside and North Yorkshire in 2014.

**"Over the last three years a quiet revolution has taken place, making it possible for more surgeons to perform operations with greater precision and control than ever before for our patients.**

"The adoption of this latest robot-assisted surgical system for the Friarage is another fantastic development for our patients."



The Friarage theatre team with the new orthopaedic robot



# Gold standard for autism

**STAFF at James Cook have been honoured for their “pioneering” work in making it easier for autistic children facing operations.**

The North East Autism Society (NEAS) presented a Gold Autism Acceptance Award to the hospital’s children and young people’s perioperative, anaesthetic and surgical services.

The award is in recognition of a radical programme of initiatives designed to ease the anxieties of autistic and neurodivergent youngsters who need surgery.

The hospital is the first healthcare setting to receive the honour after NHS staff across a range of disciplines worked together to increase understanding of autism and implement improvements.

The award was presented during World Autism Acceptance Week by Kerrie Highcock, family development manager for NEAS. She said: “Right from the start of our conversations, it was clear how passionate the team was about making a difference to autistic children and their families. It’s been a joy to work with them and we look forward to the partnership developing.”



The children and young people’s perioperative, anaesthetic and surgical services team celebrate their Gold Award

Picture courtesy of North East Autism Society

Reaching the gold standard has been a team effort – encompassing porters, nurses, doctors and consultants – but Amy Norrington, consultant paediatric anaesthetist, has been central to the progress.

“Of course, it’s very nice to receive the award but what’s far more important is working with NEAS to get it right for patients.

“We want the parents of autistic children to know that this is a place where people are doing their best to make the hospital journey easier. We don’t get it right every time – we’re not perfect – but the aim is to listen and keep on improving.”

## Making a difference

As part of the programme, autistic children were asked how the children and young people’s surgical day unit could be improved.

Their feedback led to an architect redesigning the space to create a quiet area, while other changes have included red walls being painted in the calmer colours of pale blue and white, along with dimmable lighting.

An entertaining interactive floor, with hundreds of features, has been installed between the busy and quiet areas and there is now a sensory room for children who need it. It comes complete with adaptable lights, padded floor and beanbags instead of chairs.



Sarah Thurlow, Nicola Simmons, and Louise Theaker (left to right)

Picture courtesy of North East Autism Society

# Ground-breaking ceremony officially marks start of Friarage surgical hub construction

**A GROUND-BREAKING ceremony has officially marked the start of building work on the Friarage's new surgical hub.**

The creation of the state-of-the-art surgical hub will enable the Northallerton hospital to almost double the number of planned operations it carries out each year from just over 5,000 to almost 10,000.

When complete in 2025, the new facility will replace the hospital's six

existing operating theatres with a modern surgical hub that will include six main operating theatres, two minor operating theatres, and a surgical admission and day hub.

The surgical hub project follows the successful opening of the Friarage's new £5million endoscopy and urology investigations unit.

Mike Stewart, chief medical officer said: "Replacing the hospital's ageing theatre block with a modern and expanded surgical hub will ensure the world-class care our clinicians deliver is matched by world-class facilities for decades to come."



CEO Sue Page (left) with Friarage staff, prime minister Rishi Sunak and the teams involved in the Friarage surgical hub construction

## Meet your governors

**SARAH Essex, Isaac Oluwatowoju and Julian Wenman are our new staff governors and will be representing colleagues in the council of elected governors.**

Sarah is the cancer research team lead and has worked at the trust for more than six years. She said: "I am very honoured to be able to bring a staff perspective to the board of governors. I, Julian and Isaac will work hard to bring the issues that matter to staff to the board and to feedback important messages."

Isaac has spent close to seven years working in the pathology department at James Cook. He said: "As a clinician

and a staff governor, I will work towards securing ideological and racial inclusiveness, a warm and tolerant working environment. I will ensure delivery of our trust mission – to provide excellent healthcare to our patients and the wider community."

Julian, who is the service manager of the James Cook Cancer Institute, added: "I'm keen to promote civility, compassion kindness and a coaching culture. I also want to support the



Julian Wenman, Sarah Essex and Isaac Oluwatowoju (left to right)

trust in improving its recruitment and retention."

For more information about the governors, visit: [www.southtees.nhs.uk/about/governors/elected/staff-constituency/](http://www.southtees.nhs.uk/about/governors/elected/staff-constituency/)



# New lung cancer procedure “will save many lives”

**A NEW procedure for the minimally invasive sampling of possible lung cancers is being offered at James Cook, thanks to a successful collaboration between respiratory consultant Rehan Mustafa and cardiothoracic surgeon Joel Dunning.**

In response to the high number of lung cancer cases across the region the trust serves, the pair put together a successful business case to invest in innovative new equipment, which offers a safer way to sample tiny “spots” on the lungs.

The trust invested £500,000 in the Cios Spin Portable CT scanner, to be used alongside Medtronic navigational bronchoscopy equipment, combining the technology of a CT scanner with software that generates a “roadmap” to lung abnormalities.

The procedure, which is only offered in a handful of hospitals across England, involves the insertion of a small tube into the lungs via the

mouth, while the patient is under a general anaesthetic.

Having the equipment means biopsies on lung abnormalities can be carried out up to six months sooner than they would using longstanding NHS pathways, resulting in earlier detection of lung cancer and making curative treatment more likely.

The procedure also reduces risks associated with traditional methods for obtaining lung biopsies – and in six months’ time the hospital will also have the ability to use the equipment to ablate (remove) lung tumours from within the lung, rather than using radiotherapy treatment.

Rehan said: “This will mean that we are able to detect and treat lung cancers much earlier than we have been able to before. It will save many lives.”

Joel added: “We’ve put together a fabulous team of respiratory physicians from South Tees Hospitals and North Tees Hospital, consultant radiologists and surgeons to deliver this - and when we start the ablation programme it will be only the second programme in the country.”

Rehan added: “Traditionally a camera only enables us to sample abnormalities located within the breathing tubes but using the software which generates a roadmap to the target lesion, we can now access the lesions situated deep within the spongy bits of the lungs but outside the breathing tubes.”

These innovative new services go hand in hand with the area’s targeted lung cancer screening programme.



The team on the day of the first procedure including Joel Dunning (third from right) and Rehan Mustafa (fifth from right)

# Staff celebrate following



**STAFF are celebrating after becoming one of the first acute hospital trusts in England since the start of the COVID-19 pandemic to achieve a rating increase to 'good' from the Care Quality Commission (CQC) for the care it delivers to patients and service users.**

Following an inspection that took place between November 2022 and January this year (2023) South Tees Hospitals has been moved up in the national care rankings from 'requires improvement' to 'good.'

In an endorsement of the trust's improvement journey since its last

full inspection in 2019, inspectors also upgraded its rating for leadership at the organisation to 'good'. When the CQC inspects hospital trusts, the care regulator also reviews whether they are safe, caring, effective and responsive to people's needs, and the trust achieved an overall 'good' rating in each area.

In every interaction the inspectors observed during their inspection, the CQC said that staff were kind to each other and their patients.

Since 2019, the trust has been empowering its clinicians to make the decisions about how resources are allocated and how care is delivered across the organisation for patients and families.

Congratulating staff, chief nurse Hilary Lloyd said: "I cannot begin to



express how proud I am of you all. Your dedication, compassion and tireless efforts made this achievement possible. Through countless challenges and difficult times, you have remained steadfast in providing exceptional care to our patients and service users.

"As we move forward, let us carry this accomplishment with us as a reminder of our collective strength and ability to make a difference. Each day, you inspire me with your resilience and empathy, and I am honoured to work alongside such an exceptional team."

Sue Page, chief executive added: "Together we have all achieved something truly special, and we will continue to build on this progress.

"There is still lots more work to do, and we are committed to working tirelessly to carry on raising our standards in collaboration with our fantastic partners and communities as we continue to recover together from the huge effects of the COVID-19 pandemic."





# New discharge suite opens its doors

A NEW discharge suite has opened its doors at James Cook and is proving popular with patients.

Located in the modular building near ward 3 and spinal injuries, the discharge suite is open seven days a week from 8am to 8pm.

**130 patients a week have been through its doors in April and May – a 58% increase compared to last spring.**

“The overall goal is to get every patient who is ready for discharge (unless inappropriate) through the discharge suite to support patient flow across the organisation - every hour counts,” said Simon Dove, system improvement partner for transfer of care and discharge.

The new facility has been fully operational since June and is already receiving fantastic feedback from patients who have described their experience as being “treated like family” and “the best part of my hospital stay”.



Maj Katie Hildred (left) and Moira Angel open the new discharge suite

Staff are being encouraged to always check the acceptance criteria prior to transfer and to ensure patients are ready for transfer by using the priority discharge checklist:

- ✓ My family / carers are aware that I am being discharged from hospital
- ✓ My transport is arranged
- ✓ My discharge letter is complete
- ✓ My medication and drugs to take home have been ordered
- ✓ My hygiene needs have been met

✓ My community referral / package of care is arranged

To contact the discharge suite call extension 54128.



# Friarage nurse recognised for a decade of tireless fundraising

**A “BRILLIANT” nurse who motivates the team she works with through regular get togethers and days out - and organises fundraising events that have significantly benefited the hospital - has been dubbed one of the NHS’s unsung heroes.**

Gill Lewis, who works on the surgical admissions unit and the post operative surgical day unit at the Friarage, regularly organises team trips and gets staff involved with fundraising events she holds.

She said: “I’ve been in nursing for more than 40 years and I’ve never worked anywhere where we’ve got such a good team.”

Karen Siefert, a healthcare assistant on the ward said: “Gill is amazing - all our nurses are - but all the things that happen for the charities and our wellbeing days wouldn’t happen without Gill.

“She’s great at getting us all working as a team.

“She is the person we go to when we’ve got any problems.”

Gill lost her father to prostate cancer, but she was motivated to raise funds for the MRI Scanner Appeal at the Friarage when her dad had to travel to James Cook for his MRI scan.

“I wanted to make sure people could have their scans closer to home, so I got the team together to raise funds for this brilliant cause,” said Gill.

“We had a ‘party in the park’ on the field at the back of my house and had bands playing.”

Sadly, Gill also experienced losing two best friends, including her former colleague Julie, in the same year due to cancer.

In their memory, she held another day of fun in the field featuring cake sales and various stalls, which raised more than £2,000 for Teesside Hospice.

When her daughter recently held her wedding party in a marquee in Gill’s garden, Gill made sure she got full use of it.

Gill said: “My daughter got married on the Saturday, so we used it on the Sunday to have a party and raise funds.

“We raised about £2,500 for the memorial gardens which we’re

going to have as part of the new surgical facilities.”

A charity night at Northallerton Workingmen’s Club, featuring an ABBA tribute, raised a further £2,000 towards plants, flowers and benches for the garden.

Gill’s work for charity is done alongside her nursing role as well as being a wife, mother, grandmother - and helping her mum who recently had a stroke.



Gill Lewis with her colleagues



**NHS 75**  
1948 - 2023

# Hospital chaplain praised for supporting spiritual and emotional needs

**COMMITTED, selfless, compassionate and inspirational are some of the words that spring to mind when people think of their colleague Lisa Opala.**

As a hospital chaplain Lisa makes a difference to every patient, carer and staff member she connects with.

Since joining the trust as a volunteer in 2016, and gaining employment in 2017, she has provided a listening ear and emotional and spiritual support to many patients, relatives and hospital staff.

Her determination to fulfil a patient's wishes has meant weddings have been arranged in less than an hour and interpreters and prayers have been found for every denomination.

"I love my job; I like to think we're making a difference," said Lisa. "I really like the saying 'we are all just walking each other home'. Clinicians focus on healing the physical body, the role of a chaplain looks towards our spiritual and emotional needs as well."

For her work during the coronavirus pandemic Lisa received a letter of thanks from the Lord Lieutenant of North Yorkshire, Johanna Ropner and a special nomination to attend a garden party from the Archbishop of York, Stephen Cottrell.

Despite watching the face of the chaplaincy change every day, Lisa stepped forward to continue to support the trust's patients, many of which were isolated from their loved ones.

Alongside serving as an assistant curate in a local parish and doing her university dissertation, Lisa was on call 24 hours a day throughout the pandemic.

On multiple occasions she stayed with numerous patients until they

passed, never wavering but constantly providing a sense of peace and calm for everyone.

"We were not just called on to tend sick bodies, but troubled minds and souls too," said Lisa.

To this day, Lisa continues to visit many patients long after their discharge from hospital, leaving them feeling happier for being around her.

Debi Mckeown, interim nurse workforce lead, said: "Lisa can make

a sad situation a little brighter for everyone involved.

"Her ability to make someone feel like the most important person in the world is remarkable, she's dedicated to making people feel listened to and to feel safe around her.

"She will always shy away from praise saying "it's just my job" but we all know it's so much more than that. She is our hospital chaplain, but she is also our teacher, our listening ear, our shoulder to lean and cry on but most importantly she is our friend."

Lisa Opala



# Procurement scoops duo of awards

**THE trust's procurement team scooped two coveted awards at the Skills Development Conference in Leeds.**

The team won the Procurement Team of the Year award and Marc Saaiman, deputy head of procurement, was honoured with the Above and Beyond award.

They were recognised for an extensive list of achievements that included successfully implementing an inventory management system, delivering over £2million in cost improvements in 2022/23 and reimplementing a materials management to over 50 wards and departments.

The clinical procurement evaluation group, which is chaired by Sam Davison, was also applauded for improving the clinical engagement through the clinical procurement evaluation group.

Marc Saaiman said: "I am proud of how the team pulled together during the pandemic, and what we have gone on to achieve since.



The procurement team

"Following the pandemic, we've continued to develop our services with a strong focus on clinical input and effective clinical engagement."

During the COVID-19 pandemic the team were solely responsible for the acquisition of goods and services for the trust.

The collective effort of each team member helped secure and deliver 5.3 million items of personal protective equipment (PPE).

# Morag dedicates 19 years to pain research

**RESEARCH nurse Morag Brookes has witnessed several changes over the years she has worked in the NHS - her experience working in healthcare has spread over more than half the NHS's lifecycle.**

Her nursing career started 40 years ago when she completed her RGN nurse training at Huddersfield Royal Infirmary.

"Treatments back then were not always evidence-based, patients with red pressure areas had an egg white whipped up and painted on the skin as a second skin and dried on with oxygen," she said.

"Patient care relied not on machinery, but in patient observation and physical assessments."

Morag went on to complete a Bachelor of Science in Nursing, with

her dissertation on pain assessment in children, before she gained a



Morag Brookes

secondment as an acute adult and paediatric pain sister at James Cook.

She was then given the role of research nurse.

At the time there were only six research nurses in the trust and no supportive research and development department - there are now over 90 research staff.

Since then, she's done a Post Graduate Certificate in Health Research and a diploma and a Masters of Science Degree in Health Research.

Her role in pain research over the past 19 years has seen her publish over 20 peer-reviewed articles.

Her expertise in multiple specialties in trusts around the country shines a light on the hard work and dedication NHS staff show patients daily.



**NHS 75**  
1948 - 2023

**#NHS75**

## It's a double 75-year celebration!

AS the NHS marks its 75th anniversary of providing exceptional care to its patients, a volunteer at James Cook will also be celebrating 75 years of her incredible life.

Susan Gardiner, who volunteers within the the chaplaincy team, looks after the spiritual needs of Catholic patients while also helping people from different faiths across various wards.

She joined the volunteering team in 2017 but had to pause volunteering due to COVID-19 but has rejoined the team this year.

Susan, 75, has a special and heartfelt reason to volunteer at the hospital.

She said: "Volunteering at James Cook is my way of giving back to the community as the staff here have nursed and looked after several members of my family with utmost care and love.

"It is satisfying to be able to make a difference in the community."

Prior to her volunteering journey, she worked as a teacher for forty years mostly at the Newlands FCJ school in Middlesbrough.

Susan, who is also a eucharistic minister in her local parish in Nunthorpe, makes sure to serve the Holy Communion at every opportunity to any faithful Catholics in our hospital.

Besides shining a spiritual light in the lives of our patients, she is also the president of the local unit of The Society of Saint Vincent de Paul, an international Christian voluntary network dedicated to tackling poverty in all its form including loneliness and bereavement.

She leads a group of volunteers who all strive to foster diverse and inclusive connections while supporting individuals and families.

Susan added: "Volunteering is an opportunity to convert concerns into real actions and bring something positive to the person being helped."

Susan Gardiner at the chapel



# SOUTH TEES STARS

**THE STARS Awards help us recognise the extraordinary individuals, teams and services that are at the forefront of delivering outstanding patient care or going the extra mile in their job.**

A huge congratulations to our winners and to the hundreds of colleagues who were nominated.

If someone has made your day or has gone the extra mile for their patients, you can nominate them via the STARS Award service page on the intranet.



## **Waheed Mohammad – Attention to Detail**

Waheed won an award for his attention to detail as he was applauded for providing extraordinary care to a patient.

His special, thoughtful and compassionate nature helped the patient to feel at ease during a difficult diagnosis.

# South Tees **STARS** shine brightly



## **Julia Renn – Communication**

Julia Renn, who was recognised in the STARS Awards for her exceptional communication. During an extremely busy day when the junior doctors were on strike, Julia and her team successfully managed to complete nine discharges in a single day – providing much needed relief to patients and staff.

## **Central appointments team - Teamwork**

The Teamwork STARS Awards was presented to the central appointments team for their outstanding teamwork during the junior doctors' strikes.

The team pulled together, showed empathy and professionalism and went out of their way to help their colleagues and patients.





## Laura Stokes – Going the Extra Mile

Laura, who is a sister in ICU3, always provides exceptional care to her patients and their families. Her amazing leadership qualities and supportive nature were widely appreciated by her team.



## Daniel Miller – Dealing with Difficult Situations

Daniel Miller was praised for his ability to deal with difficult situations.

He provided excellent care to a complex trauma patient in an emergency. His ability to demonstrate clear instructions, attention to detail and clear planning was recognised.



## Ward 21 staff – Respectful, Caring and Supportive

Ward 21 won a STARS Award for being respectful, caring and supportive. Irrespective of any challenging circumstances, the team always shows compassion, warmth and love to their patients.



## Dr El-Radi – Respectful, Caring and Supportive

Dr El-Radi was praised for always being polite, professional and kind to patients. She greets everyone with a humble smile and warm greeting.



## Natalie and Kimberley – Patient Compliment

Natalie and Kimberley received positive feedback from several patients for their compassion and kindness.

## Nicola Hill – Helping Others

Nicola was praised by her colleagues for always going out of her way to help others in need.

# Meet the alcohol care team supporting patients in their alcohol recovery journey

**THE alcohol care team (ACT) is a group of specialists based next to the emergency department at James Cook, who support patients with alcohol recovery and substance abuse.**

The team was established in August 2022 and consists of five qualified nurses and three recovery navigators – providing holistic and social support to patients seven days a week, from 8am to 8pm.

The primary goal of the team is to identify, assess and engage with patients who attend with alcohol or substance addictions, and support them from a medical point of view.

Millions of people are admitted to hospitals every year with several

illnesses, many of which can be caused by long-term alcohol use.

The ACT aims to reduce admissions to hospitals for patients by providing specialist expertise and offering them tailored support and advice.

South Tees employees can also self-refer to the alcohol care team by calling extension 52678, where they can confidentially access personal support.

Patients on our hospital wards can also ask any staff members to refer them to the ACT and they can refer patients to the team through the WebICE portal.

*“We are here to make a difference to a cohort of vulnerable patients who are struggling in life with various addictions.”*

Joanne Harland, nurse lead said: “People are drawn to recovery, we have just got to show them where it is.”

Jessica Beck, alcohol care team co-ordinator added: “We are here to make a difference to a cohort of vulnerable patients who are struggling in life with various addictions.”



Libbie Brammer (nurse) Geraldine Rooney (nurse) Anna McGowan (recovery navigator) Jessica Beck (coordinator) Joanne Harland (nurse lead) Steven Sherwood (recovery navigator) and Sandra Stewart (recovery navigator) (left to right)



# Hospital at Home service is expanding

**MORE patients are now receiving hospital-level care in the comfort of their own homes instead of being admitted to a ward thanks to a successful initiative from our community teams.**

Hospital at Home offers a hospital standard of community care in people's own homes for frailer patients - people who are at highest risk of poor health outcomes such as falls, long term disability, admission to hospital, or the need for long-term care.

The service has been successfully reducing hospital admissions across Hambleton and Richmondshire for more than 18 months and is now being rolled out across Middlesbrough, Redcar and Cleveland.

Statistics show that 484 North Yorkshire patients benefitted from the service from May 2022 to January 2023 which helped avoid 209 hospital admissions.

Clinical service lead for Hambleton and Richmondshire, Karen Smith said: "Hospital at Home has helped reduce avoidable admissions by 43% while providing care closer to home.

"We are now looking to double the number of Hospital at Home patients we can care for across Hambleton and Richmondshire by April 2024."

The Middlesbrough, Redcar and Cleveland service recently launched in March and is now taking referrals from NHS 111, paramedics, urgent community response (UCR), the emergency department, urgent



Hospital at Home patient Pat Bennisson with Becky Shea, clinical service lead for UCR, Home First and Hospital at Home on Tees

treatment centres and some GP surgeries and hospital wards.

Patients are monitored daily by a team of nurses and therapists and are overseen by a GP or consultant. Visits from the team are arranged as and when required to meet individual needs.

It has already helped around 45 patients and most stay with the service for just over a week.

Clinical lead for Tees, Sarah Mallett said: "We really are bringing the hospital to you. We can offer a full assessment, the same as what you would receive in accident and emergency, and we bring everything with us – from blood pressure monitors to ECG machines.

"We mainly see people with increasing frailty and ongoing long term health needs.

"We are already getting lots of positive feedback from patients and relatives because Hospital at Home helps to ensure people are getting the right care, in the right place, at the right time."

Rebecca Shea clinical service lead for Tees added: "With national drivers around providing that 'care closer to home' we aim to provide a convenient level of health support and monitoring in a patient's own place of residence, as long as it is safe to do so."



Middlesbrough, Redcar and Cleveland Hospital at Home team

# Orthopaedic ward acquires ice machine to improve services to its patients

**WARD 27** has recently welcomed the installation of an advanced ice machine, as it seeks to establish itself as the regional hub for complex arthroplasty care.

Also known as the Scotsman XSafe Series, the ice machine will be vital for the ward in delivering improved services to its patients.

Initially, the team had to fulfil several regulations from infection and prevention control and the water safety group – to ensure the machine's safety and effectiveness for both patients and staff.

This combined effort from the team will now enable them to help provide ice therapy to post-operative patients, which has been shown to reduce swelling and pain.

The ice machine will support patients in their recovery, not only by reducing swelling and pain, but will also help reduce the number of days they need to spend in hospital.

Matthew Smith, senior physiotherapist said: "I am pleased with the addition of the ice machine and excited to work

alongside the team to help develop the ward into a regional hub for complex arthroplasty procedures.

"We have been using ice therapy for the past month since gaining approval and we have received positive comments from our patients."

The ward also held an arthroplasty training day for staff in a bid to boost staff productivity and improve efficiency and performance.

Gemma Murthick, ward manager added: "We are striving towards having a highly competent staff base.

"Our team has worked hard on ensuring all staff are appropriately trained and gaining the ice machine as a service improvement, which will help us to achieve a reduced length of stay and improve patient outcomes."

The installation of the machine is in line with several developments for the



Matthew Smith (senior physiotherapist) team as they were officially named a major revision centre in April 2023.

Paul Baker, network lead said: "The recent appointment of South Tees as a major revision hub means that ward 27 will admit a greater number of patients with complex surgical and nursing care needs.

"There are several other exciting developments happening on Ward 27 as well as the ice machine. A gym is being developed and the treatment room refurbished, all of which will enhance patient experience and aid recovery after surgery."



The team at Ward 27



# Nursing and midwifery 'Nightingales' honoured

## THE trust's nightingale and midwifery heroes were honoured at our annual Nightingale Awards

During a special ceremony at Teesside University, Jenna Lawler was named overall winner of the Nightingales for her exemplary nursing care.

Jenna, who works in James Cook's neonatal unit also picked up the Sister Award.

She said: "I am overwhelmed at receiving such a prestigious award, it is an honour, it still feels indescribable.

"The Nightingale Award presentation was overfilled with inspiration, compassion and celebrations of outstanding nursing care. Being part of the day was lovely but to get the sister and overall Nightingale Award was amazing.

"I am passionate about neonatal care, helping to improve and sustain high levels of care for our babies and families are what it is about.

"The whole team do amazing things daily, supporting families through one of the most traumatic periods they will

probably ever face and caring for tiny little people with such compassion.

"I love my job, every aspect, the happy and the sad."

Following the ceremony, the trust's clinical director for neonatology Lynne Paterson said: "We were delighted to 'crown' Jenna our Nightingale Nurse at our annual ceremony.

"Jenna had several nominations which spoke of her wonderful nursing care, her work increasing breastfeeding on the neonatal unit and moving towards UNICEF, Baby Friendly Accreditation and her passion when caring for families. She is a worthy winner of this prestigious award.

"We were spoilt with many nominations for our staff, everyone nominated should feel immense pride in their achievement. You are what makes South Tees Hospitals NHS Foundation Trust an amazing place to receive care and to work."



### Nightingale 2023 winners – congratulations!

- Staff Nurse Award - Melissa Mullins
- Senior Award - Marie Pregrave
- Learning Environment Award – ward 36
- Paediatric Award - Cheryl Honeyman
- Midwifery Award - Afshan Ali
- Military Award - Major Katie Hildred
- Student Award - Jo Hewson
- Mentor Award - Alexandra Blair
- Healthcare Assistant Award - Karen Robinson
- Therapeutic Care Volunteers Award - Phil Wray
- Team Award - ICU2
- Matron Award – ward 25 and ward 36
- Exceptional Act of Kindness Award - Lisa Opala

The organisation of this year's award ceremony was led by Lynne Paterson, clinical director for neonatology, nurse consultant Sarah Callaghan and administrator Suzanne Ashburner.



Nightingale 2023 overall winner Jenna Lawler (right) with deputy chief nurse Lindsay Garcia

## THANK YOU

For all of your amazing work

# Trust awarded national preceptorship for nursing quality mark

**SOUTH Tees has become one of the first NHS trusts in the country to be awarded the national Preceptorship for Nursing Quality Charter Mark by NHS England.**

The quality mark is the national gold standard and was created in October 2022 when NHS England introduced the new national preceptorship framework, which trusts now use to benchmark themselves against.

The accolade, which is valid for two years, shows the preceptorship team has excelled in fulfilling critical elements of the national preceptorship framework.

Preceptorship is a structured start for newly qualified practitioners.

The main aim is to welcome and integrate newly registered practitioners into their new team and place of work.

It also aims to helping professionals to

translate and embed their knowledge into everyday practice, grow in confidence and have the best possible start to their careers.

Helen Robinson, preceptorship lead at James Cook said: "This charter mark award means a lot to me as I have worked very hard to try and improve the preceptorship programme on a continual basis throughout the four years I have worked as preceptorship lead.

"There is so much more that needs to be done in the near future to support and develop the preceptors who

work with our newly qualified staff, international nurses and return to practice professionals.

"This includes creating a preceptorship champions' network, increasing the support and training the preceptors receive and looking at further development for the preceptees after their 12-month preceptorship programme is complete."

Helen says the preceptorship team will continue working with national teams, and with key people within South Tees, to develop an AHP (allied health professional) and midwifery preceptorship and the team will be striving to obtain the relevant charter marks in those areas too.

"This charter mark award means a lot to me as I have worked very hard to try and improve the preceptorship programme."



Helen Robinson



# Innovators win big with Bright Ideas in Health Award

**INNOVATORS at South Tees bagged the trust a prestigious Bright Ideas in Health Award to add to its trophy cabinet, after being shortlisted for the final stages across two categories.**

The winning team accepted the award for the 'Demonstrating an Impact upon Patient Safety and/or Quality Improvement' category, with their '3D printing in trauma and orthopedics' innovation project.

The Academic Health Science Network North East and North Cumbria (AHSN NENC) and the North East and North Cumbria Integrated Care Board (NENC ICB) sponsored awards, are now in their 18th year in recognising those who are finding new ways to improve the health and social care system.

The 3D printer, since its purchase in 2020, has been used to print over 50

anatomic models ranging from ankles, feet, knees, elbows, hands, femurs and even a whole pelvis.

The winning team included consultant trauma and orthopaedic surgeon David Ferguson, clinical scientist Andrew Simpson, clinical technologist Tony Alton, clinical scientist Alistair Levett-Renton, consultant clinical scientist Sarah Whitbourn and innovation portfolio coordinator Sharon Brown.

David said: "Winning an award for patient safety and quality improvement is a fantastic boost to our team in the digital skills lab and has given us a real boost.

"Our success would not have been possible without the support from our friends and colleagues, who have supported us in our journey, from every level of the organisation.

"We are also grateful for the support from our industry partners who recognise the shared gains in success."

"The 3D printer, since its purchase in 2020, has been used to print over 50 anatomic models ranging from ankles, feet, knees, elbows, hands, femurs and even a whole pelvis."



Alistair Levett-Renton, Andrew Simpson, Dave Ferguson, Sharon Brown with presenter Marie Roche, chief operating officer AHSN (left to right)

# South Tees picks up two regional radiography awards

**CONGRATULATIONS** are in order after the trust's radiology department picked up both the **Regional Radiographer and Regional Team of the Year Awards in the Annual Society of Radiography National Awards 2023.**

The radiology team were recognised for creating an innovative training system that was initiated to help develop and upskill radiographers and support a national shortage of consultant radiologists in the region, while also reducing the use of outsourced locum radiologist reports needed for patient diagnoses.

Skill mix initiatives were utilised to develop the skills of radiography staff banded two to seven as part of a five-year plan to invest in the plain film radiographer reporting workforce.

Over the past year, the changes the team have adopted have helped



Some of the South Tees radiology team

them more than double their reporting volume workload, with over 130,000 reports completed by the team in 2022.

Helen Watts, who is part of the radiology team, won the Radiographer of the Year Award.

She said: "Over the last year I have published my master's

dissertation in radiography journal, created an internal online CPD learning platform, set up a journal club, and have expanded my scope of practice to include all plain film paediatrics.

"I have also been awarded Visiting Scholar status at Teesside University which is a real honour."

## Jacqui retires after 47 years

**JACQUI Richards** has worked within the NHS for more than 47 years starting her career as a junior medical technician in September 1975.

Jacqui raised a family whilst also progressing her career through senior medical laboratory scientific officer to laboratory manager in 1995 and specialty services manager in August 2002.

She has supported the organisation and colleagues throughout her career with many years of commitment and dedication not only to cellular pathology but also mortuary services and in her role as health and safety lead for the department.

Like others in the pathology management leadership team Jacqui took on the role of deputy director manager throughout her



Daniella Winterburn (service manager blood sciences), Christine Dunne (former lead biomedical scientist cellular pathology), Karl Hubbert (pathology director), Jacqui (cellular pathology /mortuary services manager), Ann Wallis (pathology quality manager) and Pam O'Neil (former lead biomedical scientist cellular pathology).

career and over recent years has supported the pathology director by holding a leadership role within the team whilst the pathology collaboration took shape.

Jacqui was joined by colleagues past and present to celebrate her successes and to also thank

her for her contributions to the service and to wish her well in the future. The many photographs, cards and presents she received are testament to how much she will be missed, and the staff surprised all with an impromptu puppet show depicting Jacqui's time with them.



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