

# TALKING POINT

Autumn 2023

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**SOUTH Tees has been awarded the Defence Employer Recognition Scheme Gold Award in recognition of its ongoing commitment to the armed forces community.**

The gold award is the highest badge of honour an employer can receive in the Ministry of Defence Employer Recognition Scheme (ERS).

The scheme was set up to recognise organisations that pledge, demonstrate or advocate support to the armed forces community, and align their values with the Armed Forces Covenant.

The Armed Forces Covenant is a promise by the nation ensuring that those who serve, or who have served, in the armed forces, and their families, are treated fairly.

South Tees was praised for being a 'forces-friendly' trust.

This included demonstrating exemplar support to those serving in the forces, veterans and their families - such as implementing supportive HR policies and offering flexible working.

Sue Page, chief executive said: "I am incredibly proud of our staff. Achieving the Gold Award accreditation is a testament to their hard work and dedication.

"As a trust we are committed to supporting our armed forces colleagues, and their families, who bring

valuable skills, knowledge and experience to our workforce.

"Our connection with the armed forces runs deep and we are incredibly fortunate to count our military colleagues in our South Tees family as one of the country's joint hospital groups.

"Thank you to everyone who has worked helped us reach this great achievement."

"I am incredibly proud of our staff. Achieving the Gold Award accreditation is a testament to their hard work and dedication."

In addition to the Gold Award, in August 2022 the trust was formally reaccredited Veteran Aware status by the Veterans Covenant Healthcare Alliance (VCHA) for providing the best standards of care for the armed forces community.



Sue Page CBE, chief executive (left) and associate HR business partner Mícheála Buist



Amanda Dunn, Alexandra Blair, Fran Bowden, Jenni Cherry, Kevin Rhodes and Andy Hebron outside the emergency department (left to right)

# £9m funding confirmed for Middlesbrough Urgent Treatment Centre

**MIDDLESBROUGH patients are set to benefit from a £9million investment in health services that will see a new Urgent Treatment Centre (UTC) built next to the emergency department at James Cook.**

The investment is part of the North East and North Cumbria Integrated Care Board's (ICB) ambition to improve urgent care in the South Tees area, delivering care closer to patients' homes and will help to ease pressure on the emergency department.

As part of the plans, the GP Out of Hours Service will move from North Ormesby to the new UTC building and the opening hours at Redcar's UTC will be extended from April 2024.

An 11-week programme of patient engagement on the proposals to introduce an integrated urgent care model at James Cook took place in August 2022, with 83% of people in favour of the plans.

"This is fantastic news for Middlesbrough patients who will see a number of services delivered from the same site 365 days a year, with a 24/7 GP presence."

The final phase of the plans will see a procurement exercise take place to determine which provider will deliver the service from the hospital, which is based on Marton Road.

When built, the new UTC facility will provide clinical and treatment rooms, waiting areas, staff facilities, a triage and reception area.

Currently, every year approximately 20,000 people are accessing urgent care at the James Cook emergency department or travelling to Redcar UTC. The new UTC in Middlesbrough will ensure those people access services in the right place according to their needs, ensuring that the emergency

department can focus on the most poorly patients.

The Middlesbrough UTC is expected to be open in March 2024, with construction work due to start in October this year.

Craig Blair, director of place (Middlesbrough and Redcar and Cleveland) for the North East and North Cumbria ICB said: "There is strong clinical evidence to support the integration of urgent care alongside secondary care services such as those delivered at James Cook, so this is fantastic news for Middlesbrough patients who will see a number of services delivered from the same site 365 days a year, with a 24/7 GP presence."

Andy Hebron, clinical director for the emergency department at James Cook added: "Patients should continue to contact their GP or 111 for their non-urgent health issues, but if they have a minor illness or injury that needs attention both Redcar and Middlesbrough UTCs will be available to help which can only be good news for everyone."



# Maternity bereavement suite supports families

**FOLLOWING** a year of fundraising, a bespoke maternity bereavement suite has opened at James Cook.

Dottie's Room, which is part of the new 'Snowdrop Suite', provides a homely space where parents who have suffered baby loss can meet their baby and spend time making precious memories without feeling like they're in a hospital environment.

It has its own private entrance, so families don't have to walk past occupied labour rooms, is soundproof and features a double-bed, an en-suite bathroom and a small kitchen area.

The suite was made possible thanks to the fundraising efforts of families, including Dottie's parents Chloe and Liam, hospital staff and local businesses, who together raised £100,000 for the refurbishment.

"I have been the manager for the central delivery suite for two years and to this day the amazing generosity and kindness shown by our families and the local community continues to blow me away."

Debbie Bezance, delivery suite manager said: "I have been the manager for the central delivery suite for two years and to this day the amazing generosity and kindness shown by our families and the local community continues to blow me away."

"Our old bereavement room was in right in the middle of the delivery suite so you could hear all the sounds of a labour ward, including babies being born and other families celebrating."

"As you can imagine, that was really difficult for our bereaved families to hear when they were going through such a heart-breaking time."

"Because of this, for a long time it's been our dream to create a new

private bereavement suite and I'm so grateful to everyone who has helped turn it into a reality."

Bereavement midwife Tracy Pickersgill said: "We are very fortunate to have such a fantastic suite available for families to use."

"Although it's sad that it's being used, it's a comfort to know that the new area is supporting families."

"I would like to say a special thank you to Delilah Ann Hothersall's family who fundraised and donated a state-of-the-art cooling cot for the room."

Lisa Meehan, from Our Hospitals Charity added: "We would like to say thank you to each and every family who fundraised and donated."

"Thanks must also go to our corporate partners Geoffrey Robinson who have worked so hard to ensure this project was completed on time and to such a high standard."

"Without all of the supporters we wouldn't have this fabulous room."



Bereavement midwife Tracy Pickersgill with midwife Sarah Broome

# Duncan gets new hip and goes home the same day

**PATIENTS** undergoing hip and knee replacement surgery at the Friarage now have the chance to go home the same day.

The Northallerton hospital - which is set to open a brand new £35.5million surgical hub in 2025 - is now offering day case joint replacement surgery to suitable patients, avoiding the need for an overnight stay in hospital.

To be eligible for the day case surgery patients must have no major medical problems and have somebody staying with them after the surgery.

Previously patients would spend up to three days in hospital after joint replacement surgery but now the hospital's Gara Orthopaedic Unit has two dedicated side rooms welcoming day case patients, with most people going home the same day.

The new initiative is already proving popular with patients who are able to get up and about earlier after their procedure which helps with pain relief and minimises complications.

As well as giving patients a better surgical experience it also reduces the length of time they have to stay in hospital and allows them to rehabilitate in the comfort of their own homes.



Duncan Hutchinson with the Gara Orthopaedic Unit team

Duncan Hutchinson, 70, was the first day case arthroplasty patient at the Friarage.

Duncan underwent a hip replacement on the morning of 4 August. He was back on Gara Orthopaedic Unit by 11am, walking by 1.30pm and safely back home in Redcar by 7.10pm the same evening.

The retired civil engineer is now looking forward to being able to cycle

on the seafront and take walks on the beach – something he moved to Redcar two years ago to do but has been unable to enjoy properly because his hip and knee were causing him so much pain.

Investigations revealed he required a hip replacement and that's when he met consultant orthopaedic surgeon and arthroplasty lead Tim Brock.

"He asked me what he could do for me, and I said if you have a magic potion I can take so I can go home tonight and it's all sorted I'll have that! And that's when he said he had a proposition for me and explained that they had just introduced day case surgery," said Duncan.

"I felt privileged to be able to have this done and when I woke up the pain was gone."

Mr Brock added: "We have started providing day case hip and partial knee replacements and intend to roll this out to total knee replacements later in the year.

"The aim is to maximise patient experience and satisfaction while continually improving our efficiency to drive waiting times down."



Duncan Hutchinson in the recovery room at the Friarage



# Celebrating 75 years of the NHS

COLLEAGUES from across the trust came together to celebrate 75 amazing years of the NHS. Here are few photographs of the milestone.

## Family Fun Day

Despite the gloomy weather, colleagues dusted off their trainers and headed to Dorman's Club in Middlesbrough for a Family Fun Day and it was a huge success!

Not only were there lots of exciting activities for everyone to get involved in but there was also an array of food stalls for people to enjoy.

As well as being a great day out for all the family, the event raised £1,627 for Our Hospitals Charity.

A special shoutout to Ward 9 for being crowned as the overall winner of the sports day.



Ward 9 celebrating after being crowned as the overall winner of the sports day



Our Hospital Charity colleagues with Emmerdale actor Chris Chittell

## Friarage marked the occasion with cuppas and cake

Our Friarage colleagues put on the biggest tea party we think we've seen on Northallerton high street.

There was everything from cuppas and cakes to independent stalls, historic exhibitions and live entertainment – it's fair to say that everyone got into the party spirit.

If that wasn't enough, there was a special visit by Emmerdale actor Chris Chittell and BBC Radio York broadcast live from the event throughout the day.

Thanks to everyone who attended; £1,869 was raised.

## Carter gives back to those who cared for him

Carter Smith, one of our former Friarage patients, raised £625 on the NHS's birthday by completing a gruelling 12-mile challenge – as a gesture of goodwill to the staff who treated him.

On 21 April, Carter was rushed to the Friarage due to a medical emergency, where he says he received "excellent care".

His fundraising challenge saw him retracing the route his ambulance took from RAF Leeming to the Friarage.

To make the challenge even harder, he carried a 44lb backpack throughout his run.

"It was a tough three hours with a heavy bergen but having raised £625 for the NHS charity – nothing was stopping my legs from moving," he said.

"I'm so grateful for the support I received from family, friends and Judith (Our Hospitals Charity), who all had a huge impact on making this event bigger and greater – and simply wouldn't be possible without their support."



Carter Smith with Chris Chittell and Judith Masterman

## Northallerton's NHS Retirement Fellowship celebrates duo anniversaries

The Northallerton branch celebrated duo anniversaries as they got together for the NHS' 75th anniversary and 45 years since the Fellowship was established.



Jane Ford and Brenda Wilbor, two of the longest serving members of the Fellowship, cutting the special cake

# IT'S OUR BIRTHDAY

## AND YOU'RE ALL INVITED

### (to get your jabs)

THE FLU campaign is back and we are asking colleagues to help us continue the NHS' 75th birthday celebrations by getting their flu jab as soon as possible.

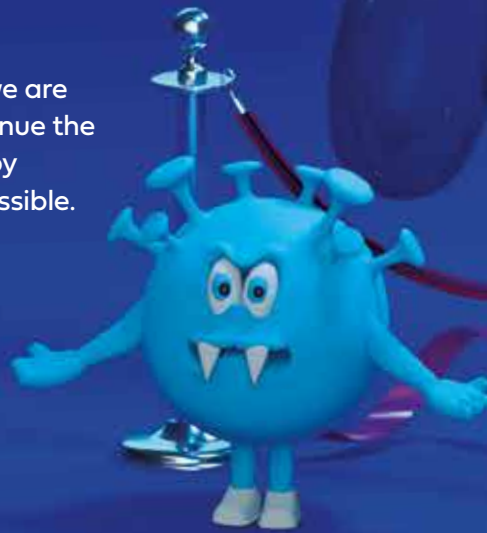
### Don't let the flu ruin our celebrations

Colleagues are encouraged to have their jabs via their flu champion in the first instance but those who are unable to do this can have it at one of the drop-in sessions, which will be in different locations throughout the trust.

Don't worry, there are no bouncers on the door checking if your name is on the list – no booking is needed, just turn up with your NHS number and assignment number.

To make it easier for you, a timetable of the drop-in sessions has been published on the trust's website.

Chief nurse Hilary Lloyd said: "Firstly, I wanted to take a moment to express my heartfelt gratitude for all that you continue to do for our patients, service users and each other. Your commitment to patient care continues to shine through for our patients and communities.



"I now have an important request of you. It's that time of year again when we take up arms against the dreaded flu virus.

"Whether you're on the front-line or are one of our dedicated colleagues working behind the scenes, I urge you to get your jab this October.

She added: "We understand that some people remain reluctant to roll up their sleeves. If you don't normally get your jab for whatever reason, please challenge yourself to do so this year – our occupational health department is on hand to answer any questions you may have."

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.

So why not get your jab early to protect your patients, colleagues and loved ones.



### Let's get winter strong together

As well as getting your flu jab, staff are encouraged to get their latest COVID-19 booster this winter.

Chief medical officer Michael Stewart said: "Every winter, thousands die from flu and people can still get very ill or die from COVID-19. Catching both viruses at the same time increases the risk of serious illness even further.

"As a frontline health professional, you're more likely to be exposed to these viruses. And of course, they can also be passed on to the people you care for – which is why I would encourage you to get your flu jab and COVID-19 booster as soon as possible."

**Visit [southtees.nhs.uk/staff/winter-vaccines](https://southtees.nhs.uk/staff/winter-vaccines) to find out how you can get your flu vaccine and COVID-19 booster**



# Shhh! Don't be a noisy neighbour

**OUR matrons have relaunched the trust's Sleep Helps Healing campaign as noise at night remains a key focus of patient feedback.**

Staff and patients are being urged to dim the lights and keep noise to a minimum between 11pm and 6am.

Updated guidance is now displayed on each ward urging staff to:

- Dim bay lights by 11pm
- Switch mobile phones and tablets to silent
- Be mindful of speaking volume
- Ensure bins are closed quietly
- Ensure call bells are set to night mode and answered promptly
- Answer ward telephones quickly
- Wear soft-soled shoes
- Ensure alarms and infusion machines are in an accessible position
- Use equipment quietly and ensure it is in good working order



Neighbouring wards 33 and 36 help promote the trust's Sleep Helps Healing campaign

- Consider extra support for any patients who are highly agitated or confused
  - Only complete physiological observations if required in accordance with acuity of illness
  - Encourage patients to report any noise issues and be mindful of others
- Patients can do their bit by turning off TVs, radios and mobile devices after 11pm or using headphones or silent mode.

The relaunch follows recent patient feedback which identified noise at night as the main area that could be improved to help make a patient's hospital stay more comfortable.

The matron group is urging everyone not to be a noisy neighbour. After all, sleep helps healing.



## Want to support a young person with a mental health crisis?

**WE Can Talk is a free online training course for NHS staff to develop knowledge and skills to support young people who attend hospital because of their mental health.**

The one-of-its-kind programme enables everyone, regardless of their role, to provide mental health support to people aged up to 25.

The training is available to all trust and Serco employees.

Ward 22 is the first ward where all staff have completed the course.

Reflecting on her training, nursery nurse Dawn McCabe said: "We Can Talk improved my knowledge and made me more aware of how to communicate better with young people in the hospital."

"It is encouraging and a best working practice towards collaborative training which will benefit collective interaction with all patients displaying any mental health crises."

Search 'We Can Talk' on the intranet to sign up or email [katie.metcalf@nhs.net](mailto:katie.metcalf@nhs.net) or [cathy.brammer@nhs.net](mailto:cathy.brammer@nhs.net) for more information.

Stephen Foster and Adam Perry



The Serco security team at the trust were also among the first to complete the We Can Talk programme.

Stephen Foster, operations and security manager said:

Dawn McCabe





# “World record” 7 out of 10 heart valve patients home the same day

## Rapid discharge of TAVI patients allows more people to be treated for other heart conditions

**A SPECIALIST heart team at James Cook performed ten heart valve procedures in one day with seven patients returning home the same day and two the next morning.**

It is thought that the number of same day discharges is a world record for the procedure known as TAVI (transcatheter aortic valve implantation), while ten is the most performed in a day in the UK.

TAVI is a minimally invasive heart valve replacement procedure that provides an alternative to open heart surgery for people with aortic stenosis, a disease particularly affecting people aged over 65.

James Cook is one of the pioneers in Europe of the streamlined TAVI pathway, Edwards BENCHMARK, which targets rapid discharge for patients while preserving good quality outcomes and safety.

Douglas Muir, consultant cardiologist said: “Our expert team has adopted internationally-

leading TAVI best practices which allows us to treat patients safely and efficiently while improving our hospital capacity.

“If we can manage to continue to do ten cases a day we are making a difference to our local patients by getting their procedure done early, reducing the wait for them and reducing the anxiety to them and their family.

“And it frees up beds either for more TAVI or other work within cardiology or even other work within the hospital in a non-cardiac environment.”

These efforts to treat more patients are in line with recent NHS England guidance calling for local health authorities to review their capacity and ability to offer TAVI due to the increased waiting times for

cardiovascular procedures as a result of the pandemic.

TAVI does not require cutting the chest, which would increase recovery times and the length of stay in a hospital. Instead, the natural tissue heart valve is inserted through a tube (catheter), usually through a small incision in the groin, and guided using advanced imaging into the heart to replace the original valve.

“With so many valve disease patients currently on the waiting list it is really impressive that James Cook has prioritised TAVI so that more people can be treated promptly and return to a good quality of life,” said Wil Woan, executive director of patient charity Heart Valve Voice.

“Not only are they providing a life-saving procedure which improves quality of life, but by getting patients home in a day, they are also allowing more people to be treated for other heart conditions.”



The TAVI team at James Cook

# Demand for award-winning service set to grow thanks to lung screening

**A SPECIALIST nursing service for lung cancer surgery patients that was set up during COVID is expected to become even busier three years on.**

The community thoracic specialist nurse service was funded for two years by Macmillan Cancer Support and was set up by specialist cardiothoracic surgery nurse Stacey Stockdale following extensive work by the existing team.

It now consists of four specialist nurses who see patients in their own homes, with the continued backing of the trust.

The service won a Nursing Times Award and a presentation Stacey did on the service at the Society for Cardiothoracic Surgery Conference also won an award.

Stacey says NHS teams across the country regularly express an interest in meeting them to find out more about what they do.

"Some of them want to come and spend some time with us and see what we do to support patients to go home

more quickly after lung cancer surgery and receive continued support in their own homes," she said.

The service has successfully reduced readmissions to hospital following surgery for lung cancer, by providing reassurance to patients on what's normal during their recovery, creating a plan for their care at home and carrying out examinations at home.

Patients have follow-up appointments within their home by a team and as well as providing ongoing psychological support, the team can take bloods if required and can be prescribed painkillers and other medications.

"The service consists of advanced nurse practitioners and we see people from the point of referral, through their introduction to the surgical teams, in pre-surgery and after surgery and we then also follow them up at home," said Stacey.

Demand for the service is growing, due to the targeted lung health programme and screening that has recently been introduced locally.

This sees patients who meet certain criteria, such as a history of smoking coupled with lung-related symptoms, referred by their GP for simple and painless screening.

The result is that more lung cancers across the South Tees region are being picked up at an earlier stage - when curative lung cancer surgery can be carried out more easily.

Stacey said: "We have already seen an increase in referrals for targeted lung screening since setting that service up.

"People are picked up by their GPs based on their smoking history and other factors, so we are picking up lung cancers earlier.

"As a result, we're seeing a big increase in referrals for people who are fit for surgery - and we think our numbers are only going to increase further."



The lung cancer nursing team at James Cook





Freedom to Speak Up Champions – Jim Woods (left) and Rick Betts

# Speak Up Month 2023 – breaking barriers

## **FREEDOM to Speak Up is for everyone who works at South Tees.**

Speaking up enhances all our working lives and improves the quality and safety of care.

Listening and acting upon matters raised means that Freedom to Speak Up will help us be a great place to work.

Speak Up Month this October is an opportunity to raise awareness of how much we value speaking up at South Tees. We want to be part of making speaking up business as usual.

### **Breaking barriers**

We will be focusing on understanding and removing the obstacles which people feel stop them from speaking up.

Fostering a culture of openness and psychological safety where everyone feels confident and safe to speak up is business critical.

All too often, we hear examples where people stay quiet for fear that speaking

up may lead to mistreatment or that nothing will be done as a result.

Overcoming these barriers is essential, not just for our growing positive culture at work, but for people who use our services.

### **Your voice matters**

Regardless of your background, position, or circumstances, by speaking up you can help us learn and improve. By listening up, we can make sure we understand what needs to change. By following up we can ensure that our learning leads to action and make speaking up business as usual.

Freedom to Speak Up guardians will be visiting wards and departments throughout October with members of our senior leadership team, champions and military colleagues to raise awareness.

Let's use this opportunity this month to speak up, listen up and follow up,

whether that be: connecting with colleagues, inviting your Freedom to Speak Up guardian to a team meeting, or sharing something getting in the way of you doing a great job.

Chief executive Sue Page said: "Speaking up is so important. You can speak up about anything that gets in the way of patient care or affects your working life.

"That could be anything which doesn't feel right, or the behaviours of others which you feel are having an impact on the wellbeing of you, your patients or your colleagues.

"We all deserve to be treated fairly with honesty and respect.

"Whoever we are and whatever we do Freedom to Speak Up supports us when we feel unable to raise concerns in other ways."

Staff can contact our Freedom to Speak Up team at [stees.freedomtospeakup@nhs.net](mailto:stees.freedomtospeakup@nhs.net).

# SOUTH TEES STARS

**THE STARS Awards are a great way to celebrate and honour all our remarkable colleagues, teams and services that go above and beyond.**

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

Don't forget to nominate your colleague if they have made your day or gone the extra mile for their patients.

You can nominate them via the STARS Award service page on the intranet.

Patients can also submit nominations via our website.

This month's awards were presented by the trust's CEO Sue Page and non-executive director Miriam Davidson.



## **Jan Atkinson – Communication**

Jan was praised by colleagues for organising a fantastic induction for our cohort of international nurses.

She was applauded for being a true asset to the STRIVE centre and for her knowledge and kindness.

# South Tees STARS shine brightly



## **Callum Goldsmith – Attention to Detail**

Callum won an award for his attention to detail after he successfully set up a new biosimilar switching service within ophthalmology and for also completing the new governance for the service.

He liaised with other services across the country to ensure that best practice is followed within the trust whilst engaging with key stakeholders.

## **Sandra Robinson – Dealing with Difficult Situations**

Sandra Robinson won an award for going out of her way to help a patient and their family during a difficult time.







### Renal Technicians – Going the Extra Mile

Our renal technicians were honoured in the STARS Awards for going the extra mile when supporting the trust's home dialysis patients.

Patients expressed their confidence in the team and thanked them for their exceptional service.



### Thankgod Omereji – Helping Others

Thankgod won a STARS Award for helping others and for his commendable teamwork.



### Endoscopy – Patient Compliment

Endoscopy at James Cook won the Patient Compliment STARS Award.

The team consistently delivers information in a concise and simple method and has a positive and friendly nature.



### Bed bureau team – Teamwork

A STARS Award was presented to the bed bureau team for always pulling together and supporting each other during difficult times.

They were recognised for their teamwork and for working hard behind the scenes to provide fantastic services to our patients.



### Chris Bridle – Respect, Caring and Support

Chris was nominated for being a shining example of someone who lives and breathes the trust's core values.

He was applauded for always having time for everyone – with a great understanding and a calming manner that makes him easy to approach.

# James Cook performs its first day case robotic prostatectomy

**DOUGLAS Sweeney from Darlington has become the trust's first cancer patient to have his prostate surgery and go home the same day.**

Douglas, 67, was discharged just a few hours following his procedure after surgeons pioneered the trust's first robotic day case prostatectomy at James Cook.

Robotic prostatectomy is a minimally invasive robot-assisted surgery that helps remove the prostate and treat prostate cancer – providing an effective mode of treatment for patients with very low complications.

Prior to this, patients usually spent one or two nights in hospital after their prostatectomy surgery.

The development in robotic technology - and a new dedicated day case pathway - now enables selected patients to return home on the same day of their surgery, aiding recovery and reducing pressures on hospital wards.

Douglas said: "The whole process of being told you need an operation for cancer and to coming in to have a surgery is stressful.



The team that led the first day case robotic surgery

"I feel privileged to have been looked after by a professional team who put me at ease. I would like to thank all those involved for a wonderful experience."

Consultant urologist Arvind Nayak said: "With the help of our prostate cancer specialist nurses, SAU (surgical assessment unit) staff, urology SCPs (surgical care practitioners) and anaesthetic support, we have developed a pathway to offer day case prostatectomy wherein a patient can be discharged home the same day and recover in the comfort of their home without compromising on patient safety.

"I am happy to see that our first patient had a positive experience and has recovered well. This pathway allows us to offer cancer treatment for selected patients even when the

hospital is pressed for inpatient beds."

Anaesthetic nurses Ellie Williamson and Demi Milburn, specialty anaesthetic registrar Amy Ginn and consultants Reema Ayyash and Leanne Wakes were part of the anaesthetic unit that supported the wider team with the surgery.

Reema added: "This is a fantastic achievement for all teams involved. This case was a realisation of the concept of improving patient care and experience.

"Working collaboratively with pre-assessment, the surgical team, surgical day unit and the patient allowed us to make this an overarching success."

Following his quick recovery, Douglas is taking part in the annual RideLondon cycling festival in aid of Prostate Cancer UK.

## Victoria Ward reopens

**THE Friary's Victoria Ward reopened in July after an extensive refurbishment and major works to other parts of the building.**

Local MP (Richmond) Rishi Sunak visited the ward to see the much-improved environment and to thank colleagues for their work in helping to re-open the ward as an integrated intermediate care facility for the rehabilitation of patients who have been stepped up from the community or home, or stepped down after an episode of acute hospital care.



Rishi Sunak with Friary staff



# Education and practice development celebrates 100th Care Certificate

## THE education and practice development team is celebrating the completion of their 100th Care Certificate.

The Care Certificate is an identified set of standards that health and care professionals adhere to in their daily working life.

The programme, which is delivered over five days, is designed for healthcare assistants and allied health support workers – aiming to equip them with the knowledge and skills needed to provide safe and compassionate care.

The trust delivered its first Care Certificate in March 2022 at James Cook.

Carolynn Lloyd, the programme lead said: "I am proud of the Care Certificate training week and feel very

passionate about developing our HCAs and support workers.

"The Care Certificate training week is an amazing opportunity for staff to attend training which is all about them and their personal development."

NMAHP education lead, Bev Smith added: "The Care Certificate is pivotal to the training and education of bands 2 to 4 support staff. It is great to see the difference this is making to our workforce."

Sarah Cramer, who was the 100th recipient, said: "I would recommend everyone to sign up. You get to meet loads of different people



Sarah Cramer and Krista Lavender

from diverse roles and specialties. It makes you gain a sense of achievement and worthiness."

James Cook colleagues can contact [carolynn.lloyd@nhs.net](mailto:carolynn.lloyd@nhs.net) to book the course and Friarage colleagues can contact [s.rowling@nhs.net](mailto:s.rowling@nhs.net).

## Passionate HCA recognised with national award

CAROL Ann Nassau, who works in James Cook's paediatric critical care unit (PCCU), was recognised with a prestigious national award for being an indispensable member of the team and for ensuring the care provided in her facility is of the highest standards.

Nursing charity Cavell Nurses' Trust launched the Cavell Star Awards in 2018 in partnership with Lloyds Pharmacy Clinical Homecare.

The awards are given to nurses, midwives, nursing associates and healthcare assistants who show exceptional care to either their colleagues or their patients and patients' families.

Carol Ann said: "I would just like to say that I am very honoured to have won this award and to thank Karen and all of my colleagues

who think of me with such great appreciation and respect."

Ward manager Stephanie McMorris added: "Carol Ann has been a long-standing member of the PCCU team. She is always around to assist anyone with anything and maintains a great relationship with colleagues and patients who think very highly of her.

"It is a privilege to manage someone so kind, caring and dependable."



Carol Ann Nassau with the Cavell Star Award

# Nursing associate leads the way

## A NURSING associate is calling fellow healthcare workers to follow suit as she shares her apprenticeship journey.

Michaela Kent joined the trust as a healthcare assistant in 2016 shortly after giving birth to her son.

She enjoyed her new role as it provided her with the opportunity to look after her patients and family simultaneously.

To further her scope in delivering exceptional and compassionate care, she enrolled herself in the trainee nursing associate (TNA) apprenticeship in 2021.

The two-year fully funded programme provided an effective path for Michaela to widen her skills and progress forward as a band 3 trainee nursing associate.

Working as an employee within the trust, she was able to complete her foundation degree which provided a stepping stone to becoming a registered nursing associate.

She said: "This course has allowed me to pursue my career in nursing, transferring the skills that I have learned as an HCA – making me a better nursing associate – and I am now relied upon as a qualified member of staff."

Michaela has climbed up the ladder and is currently working as a band 4 registered nursing associate in James Cook's emergency department.

She added: "The thing that I have enjoyed most about the course was I got out of it what I put in. It allowed me to have a different view of how we nurse from a holistic point of view. I gained so much knowledge that I have been able to put into practice today.

"I would highly recommend the course to anyone who wants more added responsibility and wants to take that next step in their nursing career."

Lynda Imeson, training nursing associate facilitator said: "Michaela has excelled as a TNA, and I have watched her grow into a valued nursing associate. She continues to promote

the TNA course with her colleagues and I am very proud to have been part of her journey.

"The programme is a foundation degree apprenticeship, which provides an amazing opportunity for healthcare assistants to begin their nursing career.

"Anyone pursuing the TNA course will qualify as a band 4 registered nursing associate with a Nursing Midwifery Council (NMC) pin number."

Candidates can search the TNA apprenticeship on the NHS jobs website and will require an approval from their manager for enrolment. For more information, please email [l.imeson@nhs.net](mailto:l.imeson@nhs.net).

"I would highly recommend the course to anyone who wants more added responsibility and wants to take that next step in their nursing career."



Michaela Kent



# Frailty team made permanent following great success

**THE frailty team is celebrating its permanent status following an 18-month trial period – thanks to leading a positive impact in the emergency department (ED).**

The group consists of an advanced clinical practitioner, physiotherapists, occupational therapists, nurses and administration support.

Since its inception, the team has successfully discharged 284 patients from the ED whilst improving patient outcomes.

The team aim to triage all patients aged 65 and above who attend ED for medical help within the first two hours, with the view of discharging them directly to their homes.

However, in instances where patients require admission into the hospital, the CGA (comprehensive geriatric assessment) aids in establishing a complex frailty management plan.



The frailty team

This enables the team to not only facilitate the transfer of care and optimise patient flow but also helps prevent potential harm and enhance patient outcomes.

Frailty practitioner Jennifer Duffy said: "Through collaborative

working, we have successfully transferred frail patients back home with appropriate support, directly to rehab units and new care home placements – ensuring active and ongoing management of our patients in a safe environment."

## Trust's first consultant therapist recalls her journey

**THE trust's first consultant therapist is recalling her journey since starting more than two decades ago.**

Kirsty Jones joined James Cook in 1999 as an occupational therapy assistant in acute stroke.

After working for five years, Kirsty left the trust for a brief period and started training as an occupational therapist at Teesside University.

Following her graduation in 2007, she rejoined the trust and later embarked on a secondment where she worked in a coordinator's role for stroke services.

She went on to secure a band 7 post in acute stroke. Within two years, Kirsty took charge as the therapy lead for Redcar Hospital and stroke ESD (early supported discharge).

In 2021, she became the clinical lead for stroke complex rehab and ESD at

the Friarage.

One opportunity led to another, and Kirsty found herself applying for a consultant therapist role for stroke and complex rehab – a new position in community services that arose due to new national guidelines highlighting that a non-medical consultant therapist could lead stroke rehabilitation.

Since her appointment, Kirsty and her team's significant contributions have led to South Tees community services being recognised as the leading trust

to employ a rehabilitation therapy consultant in community stroke services across the north of England.

"My journey has at times been challenging and I have developed and strived towards achieving the best I can for patients' outcomes and service delivery," she said.

"This is an amazing opportunity of putting my skills and knowledge into practice and I feel privileged to have been allowed to be the person in this role.

"I look forward to working with the wider team and exploring developments and participating in research."



# Sports day raises funds in memory of beloved sports coach

Our  
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CHARITY**

**PRIMARY** school pupils held a sports day to fundraise for James Cook in memory of their inspirational sports coach, Dave Peacock – who sadly passed away in October 2022 due to bowel cancer.

Staff from St Bernadette’s Catholic Primary School partnered with Our Hospitals Charity and raised over £340 in Mr Peacock’s memory for a bladder scanner.

“Dave was an inspirational and kind-hearted human being who we try to emulate every day in our lives as he helps us to bring the best person within ourselves.”

The sports day, which took place in June, also saw Dave’s daughter Claire Richardson, who now works as a teaching assistant at the same school, join the staff and pupils in raising funds in her father’s memory.

She said: “I feel honoured to raise money for a new bladder scanner as it was my dad’s last wish to enhance medical facilities and improve the hospital experience of fellow cancer patients at the James Cook Hospital.”

Phoebe, Verity, Reggie and Esther along with teacher Sarah Smith (left to right)



Dave along with pupils and staff in 2022

Lisa Meehan, from Our Hospitals Charity added: “We are so grateful to the staff, pupils and parents who gave so generously in memory of Dave.”

## Nursing students learn from live streaming

**A COHORT** of pre-registration nursing students gained remarkable experience as they were given a rare opportunity to observe a live streamed cystoscopy list.

As part of the education and practice development team’s mission to equip the future workforce with the latest practical knowledge, twenty nursing students had a unique experience to view and learn from the live streaming opportunity.

In collaboration with bladder cancer specialist nurse Dawn Watson, the students at James Cook were able to observe live flexible cystoscopy procedures performed for the surveillance of bladder cancer, with full narration on the internal pathway of the male and female anatomy.

The procedure enabled the students to visually observe the



The two teams at the Friarage

complexity of the male urethra in comparison to the female urethra – capturing an internal view of the journey a catheter takes on entry into the bladder.

The opportunity also extended their understanding of

catheterisation technique as a skill which reflects on patient comfort and experience.

Practice placement facilitator Lindsay Felgate said: “We are proud to be continuously striving to improve our educational approaches.”



# First in the UK to undertake specialised eye imaging degree

**AN OPHTHALMIC imaging duo at James Cook have become one of the first cohorts in the UK to undertake a one-of-its-kind degree apprenticeship in ophthalmic imaging.**

Last year both Neil Brettle and Michaela Dickinson from the ophthalmology department enrolled in specialised Bachelor of Science degrees in healthcare science practitioner apprenticeship (ophthalmic imaging) at the University of Gloucestershire.

They have been working as ophthalmic imaging practitioners for a combined 16 years at the trust and decided to upskill themselves to adapt to the ever-changing field of ophthalmology.

The pair were in search of a training opportunity where they could continue working at the trust whilst acquiring knowledge and skills to provide the best care to patients.

They came across the unique degree through social media and were encouraged by their colleagues to pursue the programme.

The three-year course aims to equip learners with a variety of healthcare science topics and strives to develop their clinical skills.



Neil Brettle and Michaela Dickinson

It is funded by a government levy which the pair accessed through the learning and development team at the trust.

Ophthalmic imaging lead Michaela said: "The degree is a long-awaited development for the ophthalmic imaging profession and I am proud to be included in the first cohort.

"I am lucky to have supportive colleagues who have helped and encouraged me throughout the first year and I look forward to year two."

Neil added: "As part of the first cohort to start the degree, it is a very exciting time for ophthalmic imaging. I am delighted to be part of this and look forward to the challenges of year two."

## New discharge suite in the spotlight

**JACOB Young MP came to thank our fantastic colleagues at James Cook's new discharge suite which is a bridge for people who have finished their hospital care and are waiting to go home or their next place of care while freeing up hospital beds for patients who really need them.**



# 'I Want to be a Doctor' residential course resumes for the first time since pandemic

**A RESIDENTIAL programme for aspiring doctors from low-income backgrounds resumed at James Cook for the first time since the pandemic.**

The week-long programme saw more than 50 students engaging in interactive sessions, practical workshops and having the chance to speak to consultants from a range of specialties.

This year all the students, aged 16 and 17 years old, were able to get an in-depth overview of the day-to-day responsibilities and duties of a doctor

working at a busy hospital.

They also observed a surgical procedure through a live stream, learned various interview techniques for medical school and participated in simulation sessions to emulate real-life experiences of working in a hospital.

Deputy undergraduate manager, Lyndsey Owens said: "Staff working

across James Cook and Tees Valleys NHS Trust welcomed 50 bright and aspiring young people from the Social Mobility Foundation for a fun, engaging and educational-packed residential week starting on Monday 17 July.

"Consultants, junior doctors, clinical lecturers and administrative staff collaborated together to plan a week-long interactive programme in the hope of inspiring and developing the brightest minds to become our next generation of doctors."



Pupils eagerly paying attention to a session



Students learning from an interactive radiology session

## Pauline says goodbye after 45 years

**PAULINE Darbyshire, who worked as an adult and paediatric staff nurse at James Cook, said her final goodbyes to colleagues and patients – after tirelessly working for more than 45 years in the NHS.**

She commenced her nursing training at Wharfedale General in 1976 after completing a year as a cadet nurse in the Friarage.

Since then, Pauline has gone on to work across Northallerton, North Riding Infirmary and James Cook whilst also offering free nursing care to terminally ill patients as a Marie Curie nurse.

Her husband and two children have been the pillars of her life

and she thanked them for their continued support.

She said: "As I bid adieu to my long and varied career, I thank all my colleagues and patients who have always supported me. I am happy to say I have

made many life-long friends."

Louise Theaker and Megan Greening have worked with Pauline for several years.

Louise said: "I met Pauline as a student nurse and have worked with her ever since. She is one of the most caring people we know to both patients and staff."

Megan added that she has provided the team with 'memories that will be treasured forever'.



Pauline Darbyshire on her last day



## Northallerton care home gets "Good" from CQC inspectors

Beechwood Care Home, on Romanby Road, was commended by CQC inspectors after an unannounced inspection of the service. The inspectors reviewed the home's records, observed day-to-day care and activities, and spoke with residents, their relatives, and staff members during their visit. In all five areas of the inspection report – which covers safety, effectiveness, care, responsiveness, and leadership – Beechwood received a "Good" rating.



The inspectors wrote: "The service had made vast improvements, and this was evident in the positive feedback received from people and their relatives. One family member interviewed said: "My relative is safe – yes without any doubt – I don't have to worry about them at all." On staffing, the inspector report noted: "People were supported by staff who were responsive to their needs, caring and attentive."

Regional manager Lesley Shepherd said: "We are delighted with our latest CQC inspection report, which recognises the hard work of our staff over the last 12 months. It was great to read all the lovely comments from our residents' relatives. Their support is invaluable to us, and we are both privileged and delighted to care for their loved ones."

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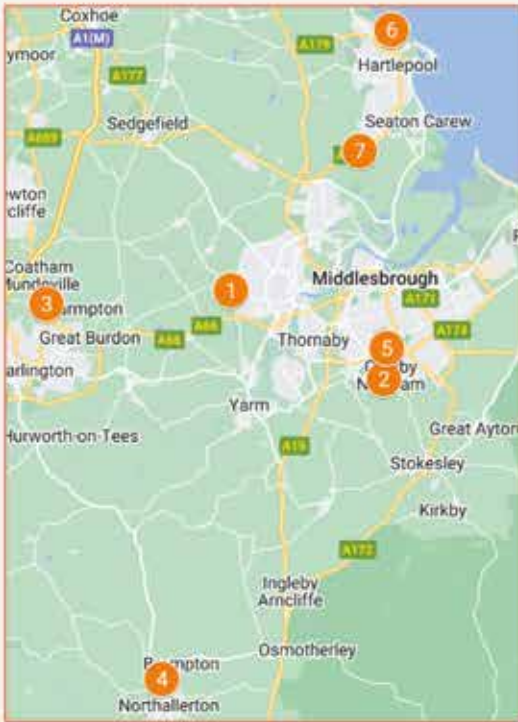
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