

INSIDE

Nursing and midwifery
'Nightingales' honoured

Pioneering heart procedure
transforms patients' lives

National accreditation for Friarage
surgical hub

**TALKING
POINT**

Summer 2025



**Community nurse celebrates 50
years within the NHS**

National accreditation for Friarage surgical hub

THE Friarage's surgical hub has gained national recognition for its exceptionally high standards of clinical and operational practice.

The surgical hub – one of more than 50 across the country which exclusively perform planned surgery to help deliver shorter waiting times – has been formally accredited by NHS England's 'Getting it right first time' (GIRFT) scheme.

And the announcement came just weeks before the official opening of the Northallerton hospital's new £35.5million surgical centre which will more than double the number of planned operations it carries out each year.

Sarah Baker, lead nurse for the Friarage Surgical Centre project said: "We are proud to have been accredited as a surgical hub, recognising our commitment to delivering high quality, efficient care for our patients."

"The opening of the new Friarage Surgical Centre marks another step forward in delivering the best surgical

pathway for each and every one of our patients."

The GIRFT team were particularly impressed with the professionalism and enthusiasm of staff, the streamlined pathways and the shared vision to provide an excellent service for the local community.

Andrew Port, consultant orthopaedic surgeon, chair of elective services and the clinical chair of the Friarage Surgical Centre said: "This national accreditation recognition as one of the best surgical hub facilities in the country is the culmination of 10 years of planning and a testament to the individuals and teams involved bringing it to fruition."

"The Friarage Surgical Centre stands as a national beacon of excellence for planned surgical care in terms

of quality and efficiency to the population of North Yorkshire and Teesside. It provides a dedicated facility for delivering orthopaedic robotic technology for hip and knee replacements - one of only 15 NHS centres in the UK where this can be accessed. It also utilises smart suite theatre technology for minimally invasive surgery."

This is the second time University Hospitals Tees has gained this accreditation. The University Hospital of Hartlepool was one of the first in the country to be awarded surgical hub status in January 2024.

Stacey Hunter, group chief executive for University Hospitals Tees added: "This is a huge achievement. Well done to everyone involved across our theatre teams and specialties who have worked exceptionally hard to make this happen."

"Thanks also to our building partners, Friends of the Friarage and our local elected representatives who continue to champion the Friarage."

For the latest updates visit southtees.nhs.uk/hospitals/friarage/friarage-surgical-hub

"This national accreditation recognition as one of the best surgical hub facilities in the country is the culmination of 10 years of planning and a testament to the individuals and teams involved."



Graham Lomax and Professor Tim Briggs from GIRFT with James Dunbar (growing the Friarage and community service clinical chair), Sarah Baker (lead nurse for the Friarage surgical centre project) and Sam Peate (chief operating officer) (left to right)

How a Teesside project is supporting COPD patients

A SCHEME has been applauded for assisting individuals like Tony to keep their houses warm during winter whilst helping to manage their COPD (chronic obstructive pulmonary disease) condition.

A collaboration between South Tees Hospitals, Middlesbrough Council's Public Health, the North East and North Cumbria ICB and Middlesbrough Environment City was formed to tackle the rate of admissions for COPD in the South Tees area – which is significantly higher than the England average.

Thanks to these organisations securing funding via Northern Gas Networks, the "COPD Project: Warmer Homes Better Health Project" was rolled out to support COPD patients, living in disadvantaged groups, with their fuel payments to prevent exacerbation of their condition.

As part of the initiative, the trust's respiratory clinics identified patients with COPD living in Tees Valley and referred them to a supportive assessment service team.

"Thanks to the success of the scheme, more than 800 individuals have benefitted – helping them to manage their COPD condition and heat their houses whilst reducing further admissions to hospitals."



Michelle Stamp, Janet Leight, Emma Lunn and Emma Coakley (left to right)

Following a referral, the service reviews their entitlements to housing and heating-related benefits and offers a debit card loaded with £300 to help with energy costs.

Individuals are also referred to additional services like making every contact count, to maximise benefits, support to stop smoking services and mental health support services.

Consultant in public health Michelle Stamp said: "Lung conditions are estimated to cost wider society around £9.9 billion each year. Respiratory disease affects one in five people in England and is the third biggest cause of death.

"Mortality rates for those with respiratory disease are higher in areas of social deprivation such as Teesside, and living

in cold homes increases the risk of respiratory admissions in older people with pre-existing health conditions.

"Thanks to the success of the scheme, more than 800 individuals have benefitted since October 2024 – helping them to manage their COPD condition and heat their houses whilst reducing further admissions to hospitals."

One of the individuals to have been helped was Tony Lamerton from Middlesbrough.

The 76-year-old was in and out of hospitals and his GP practice due to his COPD condition.

A referral to Middlesbrough Environment City from his GP made him eligible for the "COPD Project: Warmer Homes Better Health Project".

He said: "I was surprised when I got a phone call letting me know that I am eligible for this particular scheme. After a few weeks, they sent me a bank card loaded with £300.

"This amount of money has made my life easier as it helped with paying off a couple of months' worth of bills during this winter."



Tony Lamerton

Pioneering heart procedure transforms patients' lives

TWO North East patients have become the first in the region to undergo a revolutionary heart procedure.

Valerie Wells from Peterlee, and Lindel Carre, from Durham, are now enjoying a renewed lease of life after undergoing tricuspid transcatheter edge-to-edge repairs (TEER) at James Cook.

The minimally invasive procedure is designed to treat tricuspid regurgitation – a condition where the heart's tricuspid valve becomes leaky, causing severe symptoms such as fatigue, leg swelling, and breathlessness. The valve leak is particularly common in patients over the age of 65.

Traditionally, the condition is difficult to manage with medication alone and open-heart surgery can be too high-risk for older patients.

TEER is a safer alternative and involves inserting a small clip through a vein in the groin to reduce the leak in the valve.

'Life changing'

Valerie and Lindel were both experiencing significant symptoms from their leaky valves.

Since TEER is so minimally invasive, they were both discharged the day after their procedure and felt the positive difference quickly.

Valerie, a retired nurse, said: "Leading up to Christmas, I was wrapping presents with family, and I was thinking 'this is the last time I'm going to be doing this'. I could barely walk three or four steps without having to stop to get my breath back.

"Before having this new procedure, I didn't have a life – that's how I felt. I don't think that way now – that's the difference it's made to me."

"Before having this new procedure, I didn't have a life – that's how I felt. I don't think that way now – that's the difference it's made to me."

Valerie praised the care she received from the entire cardiology team. She said: "As a retired nurse, I was watching everything closely – and I couldn't fault a thing."

Like Valerie, 83-year-old Lindel saw dramatic improvements almost immediately after the procedure.

For the last two years the retired teacher has been taking medication



Model of the TEER clip

for her leaking valve and suffered with the heaviness of her legs caused by her worsening valve condition.

"It was a privilege to be offered this new procedure.

"I have much more energy, no breathlessness, and I can drive further than I could before – I'm more confident and more independent."

Both procedures were performed by the hospital's TEER team, led by cardiology consultants Paul Williams, Seth Vijayan and Richard Graham.

Dr Williams said: "Starting this service was a real team effort and I'd like to thank our amazing structural heart team and our catheter laboratory and ward staff for helping to make this happen."

Valerie Wells, Lindel Carre and cardiology consultant Paul Williams (left to right)



Healthcare support workers win national accolade

TWO healthcare support workers from Teesside have won prestigious Chief Nursing Officer Awards.

Rozi Murray and Mark Bond from University Hospitals Tees were over the moon to be honoured with national accolades from NHS England.

The Chief Nursing Officer (CNO) Healthcare Support Worker Awards (HCSW) recognised their commitment, compassion and dedication to providing exceptional support to nursing and midwifery practice.

Victoria Bagshaw, deputy director of workforce and education for NHS England (North East and Yorkshire) presented the awards with Lindsey Garica, director of nursing for South Tees, in a surprise ceremony at James Cook.

Working together for patients

Mark has worked for the trust for over 27 years, working on the intensive care unit before moving into theatres at the Friarage.

In his nomination he was described as having a natural ability to create

connection and build confidence amongst others. He received the working together for patients CNO award for consistently supporting his colleagues to deliver the highest possible patient care.

He was applauded for creating innovative methods to support his colleagues with replenishing theatre stock more easily.

The nomination said: "Mark is respectful, supportive and caring. He uses each interaction as an opportunity to improve working lives and patient experiences and consistently goes above and beyond for everyone.

"He has a real warmth and readiness to listen and support and the team wouldn't be the same without him."

Care and compassion

Rozi currently works on ward 34 at James Cook and received the CNO commitment award for consistently providing outstanding

care and compassion to her colleagues and patients.

The nomination said: "Rozi went above and beyond working tirelessly to ensure patients basic needs were met on a very difficult shift with a high acuity of patients with complex needs.

"In a high-pressured environment with reduced staffing, she remained calm and collected and continued to check in with rest of the team to provide support and reassurance, demonstrating compassionate leadership skills beyond her role.

"Rozi has such fortitude and the care she gives leaves those who meet her in awe."

Mark and Rozi are the first two healthcare support workers at South Tees to receive the honour.

Lindsay Garcia said: "We are extremely proud of Mark and Rozi. They are the beating heart of our trust and NHS values; caring, supportive and respectful and we are proud to have them as part of our workforce."



Victoria Bagshaw, Mark Bond and Lindsey Garcia (left to right)



Victoria Bagshaw, Rozi Murray and Lindsey Garcia (left to right)

First in the region to complete specialised apprenticeship

AN ASPIRING member of staff has become the first in North East to complete a specialised apprenticeship.

Daniel Dales, 37, initially joined the NHS as a trainee anatomical pathology technologist in 2022. Here, Daniel assisted pathologists with post-mortem examinations, receiving and releasing patients, collecting samples, and maintaining the mortuary, to name a few.

When joining James Cook in the same year, Daniel wanted to put his skills to work whilst searching for further education opportunities.

While eagerly looking for way to upgrade his knowledge and gain advanced qualifications, Daniel stumbled upon the specialised apprenticeship.

He said: "I first heard about the anatomical pathology technology (APT) apprenticeship when I was working in a funeral service. Through visiting the mortuary daily, I asked

them what qualifications I would require for the role of an APT, as I was interested in changing my career."

The 18-month long apprenticeship equips candidates with the knowledge and skills to assist with a standard postmortem examination, arrange a viewing of the patient by relatives and friends of the deceased and perform routine administrative tasks.

This Royal Society for Public Health qualification is the first step in a career pathway for anatomical pathology technologists.

As a result of support from his manager and his team, Daniel set out to complete the specialised apprenticeship in a bid to progress up the professional ladder.

After putting a lot of hard work and efforts into the apprenticeship whilst

working full-time at James Cook, Daniel came out with flying colours and secured a role as an anatomical pathology technician in 2024.

Daniel added: "The apprenticeship was a good fit for me because I have always been a person who learns and develops by practice, rather than studying. Whilst the apprenticeship does involve a lot of study, it also requires a lot of on-the-job training to gain experience, this allowed me to develop what I had learnt in class to use in practice.

"When I found out I was one of the first in the region to complete the apprenticeship, I felt a great sense of achievement because I had also been doing an additional maths qualification on top of the apprenticeship. I had also been out of education for a long period of time; at 37 years old, things had changed a lot, so to achieve both within the time I had, I was overjoyed."

Mortuary manager
Neil Wdowikowski
with Daniel Dales
(left to right)



Opinion: "Being a nurse or midwife are the best jobs"



By Emma Nunez, chief nursing officer

As the chief nursing officer for University Hospitals Tees, I'm responsible for nursing and midwifery standards across the group, making sure our services meet the needs of our patients.

For me, being a nurse or a midwife are the best jobs.

You can't overstate the impact you can have on people. We can be the positive, in even the worst of situations. People remember those who gave them great care.

Nurses and midwives are leaders in their own right. We are involved throughout the full life cycle in the patient journey, when people are born and at the end of their life. We lead on academic research and ward managers (arguably one of the hardest jobs) are nurses or midwives by profession.

When I first applied to be a midwife, I thought I'd be delivering hands on-care forever and I was quite happy about that. But after beginning my career in Newcastle, I moved through a variety of roles including patient safety and governance positions, into commissioning and then

to leading a patient safety improvement programme called Safer Care North East, which focused on process and behavioural change to improve patient safety outcomes.

My last role was at Harrogate as director of nursing and deputy chief executive. None of those jobs would be possible without my clinical training and background.

It might be a cliché but it's genuinely a privilege to be alongside another human being when they need you most. The privilege we have as nurses and midwives is that we are alongside people long-term, carrying them through the worst times and celebrating the best times.

The reality of the NHS is that there are vast opportunities for nurses and midwives – too many to list – and more are being developed and created all the time.

It's an exciting time in the NHS and the next generation of nurses and midwives will be taking up roles I can't yet imagine.





New pilot service launched to improve outcomes for cancer patients

University Hospitals Tees is introducing a new 'prehabilitation' service to prepare people with cancer for treatment.

Patients are referred into the service upon receiving a cancer diagnosis. It supports those with cancer to get as fit and healthy as possible to help them cope with the physical and emotional tolls of treatment, reduce side effects and improve their recovery outcomes.

Funded by the Northern Cancer Alliance, the service will form part of patients' personalised care plans and will be supported by cancer nurse specialists and cancer care coordinators.

It is led by Chloé McMurray, personalised cancer care prehabilitation lead, and Tom Wing, cancer prehabilitation lead.

Chloé said: "The aim of prehabilitation is to capture patients as soon after diagnosis as possible and optimise them nutritionally, physically and emotionally before they start treatment – whether that's surgery, chemotherapy or radiotherapy.

"We know that the benefits of prehabilitation can be seen in as little as two weeks which can make big differences before, during and after treatment."

Chloé and Tom have collaborated with patients and cancer specialists to pilot a co-designed virtual 'cancer prehabilitation school' and subsequent programme of support, which underpins NHS England's long-term plan and ambitions for cancer.

Following this virtual session, patients will enter a prehabilitation pathway suitable for their needs and personalised care plan.

Tom said: "Research shows that prehabilitation is improving cancer-related outcomes and reducing the likelihood of adverse side effects during and after cancer treatment.

"We very much want this service to be part of our cancer pathways and patients' journeys. This isn't an extra – it's part of our patients' treatment plans – but we're trying to implement it out in the community as much as possible with the hope that people carry on with these changes after treatment, helping them to not only live longer but also live better for longer."



Pictured: Chloé McMurray, personalised cancer care prehabilitation lead, and Tom Wing, cancer prehabilitation lead.



Every organisation within the NHS has been asked to review its financial position and contribute to reducing waste and ultimately cost.

University Hospitals Tees is committed to the delivery of safe quality care. This continues to remain our absolute priority but we need to save at least 5% on the day-to-day cost of running services in the next financial year.

That's why we've launched our 'cost of caring' campaign, shining a spotlight on some of the initiatives our teams have embedded in their day-to-day roles to help reduce costs across our organisation...

Card readers in urgent care

The urgent care service has set up a way to allow patients to pay for an overnight prescription – helping the team also make savings to put back into patient care.

The service, which runs 24 hours a day, seven days a week, can often prescribe medication to patients outside of daytime hours.

Nicola Grievess, head of nursing for the urgent care service at University Hospitals Tees, explains more: "If a patient needs to be prescribed medication then we don't want any delay with that prescription.

"Because we haven't previously had a payment system available overnight, we haven't been charging for these prescriptions. Now we have the card reader, our team can take payment from those patients when appropriate.

"It is also helping the department to make savings – money which can go back into the service to allow our teams to provide the very best care to our patients."

This system has already been set up at the University Hospital of North Tees and the University Hospital of Hartlepool, with plans in place to roll out across urgent care centres at Redcar Primary Care Hospital and The James Cook University Hospital.



Swap shops

Our swap shops are based out of the yards at both the University Hospital of Hartlepool and the University Hospital of North Tees. Managed by NTH Solutions environmental services and sustainability officer Natasha Cuthbert and a number of our porters, they take in pre-loved furniture and clinical aids for repair, repurpose and redistribution.



These include sharps trolleys which retail for around £100, medical trolleys worth around £300, walking aids and furniture. All are free for staff to take away and rehome in their department.

The swap shop also receives out-of-date medical devices, for example unused tourniquets, which are redistributed for students and staff to use on simulation manikins as part of their training.

Where items can't be repaired, they are stripped of their useful parts (screws, bolts and wheels for example), ready for the next item that needs a replacement fixing.

And it's not just old furniture that lives in the yards. They also house waste bound for recycling, including cardboard which yields £50 per tonne in income, and scrap metal. A boiler room recently cleared of scrap metal generated around £5,000.

In short – if you can't make use of something in your department, Natasha and the team will.

Got a cost-saving + idea?

If you have an idea and need some support to put it in place, our improvement teams are here to help.

They welcome all your ideas to improve processes, save time, reduce costs and be more efficient. Every suggestion, no matter how large or small, could make a difference.

Submit your ideas by emailing
nth-tr.pmiorefferral@nhs.net or
stees.sio@nhs.net

And if you've already implemented a cost-savings initiative in your department, why not share your success and inspire others?

To share your story, contact
our communications teams on
nth-tr.communications@nhs.net or
stees.public.relations@nhs.net





Outstanding response to the children and young people's patient experience survey

University Hospitals Tees has been highly commended for its positive results in the Care Quality Commission Children and Young People's Experience Survey.

The survey involved 120 acute NHS trusts in England, with 25,821 responses received from 133,138 surveys – resulting in a national response rate of 19.6%.

University Hospitals Tees' services were commended for their waiting areas, food and the overall experience of their patients.

Emma Nunez, chief nursing officer, said: "We're very proud to see the results of this survey. Children, young people and their families across Tees Valley use our services everyday so receiving their feedback in how we are doing and where we need to improve is important to us.

"The results reflect the hard work of our colleagues who I know are passionate about providing the best patient care and experience and it is amazing to see that their commitment and skills are so highly valued by our patients and their families."

The full results from our organisations can be found on the CQC website. For further reading, please scan the QR code.



The views of our patients

"We cannot fault our experience at North Tees. Our daughter was seen swiftly and staff made us all feel relaxed. Staff took their time and ran all tests necessary before they were satisfied and she could go home. We did not feel rushed and were well looked after. This was our first hospital visit, and it was good to have our worries eased. Communication was good and care was wonderful. Thank you." - **University Hospital of North Tees**

"Staff were very accommodating, friendly and very knowledgeable. The department was run very well and the staff continually came to ask if we had any needs that were not being met." - **The James Cook University Hospital**



Pictured: Nursery assistant Phoebe Galloway with six-year-old Fox Saunders on ward 21, James Cook.



Pictured: Play specialist Jennie Hobbs and five-year-old Ida on the North Tees children's ward.

Family ties

At University Hospitals Tees, we're more than colleagues and co-workers – we really are a NHS family.

And for some, that is more literal than others...

Chris, Alison and Julie

Pathology IT systems support officer Chris Lithgo has worked at the University Hospital of North Tees for five years.

While he's at work, Chris often bumps into his mum Alison Lithgo who has been serving food in the Tees Restaurant since 2022. Not only does Chris see his mum on a regular basis, his mother-in-law Julie Park also works as a clerical officer in our medical records team.

Chris said: "I don't know what I did to deserve it, but I work with my mum and mother-in-law! I'm always on my best behaviour when I see them around."

Mum Alison adds: "I always introduce Chris to everyone as 'my little boy' even though he towers over me! It's always nice when I see him or Julie around the hospital."



Pictured: Julie Park, Chris Lithgo and Alison Lithgo.

Robyn, Roxy and Reggie

Sisters Robyn and Roxy Ross are proud to work side-by-side with each other, playing an important role to improve the lives of patients across Teesside.

Robyn is a stoma prescribing coordinator, while Roxy is a senior support worker for the specialist weight management service.

Based primarily at Langbaugh House in Guisborough, they often catch-up over lunch – something made possible by Robyn's instinct to share a job advert that kickstarted Roxy's career.

Roxy said: "Robyn started working in healthcare first when she was 16, travelled abroad and then rejoined in 2020. She sent me a job advert for a team she knew I would love working in and as always, she was right, as I've progressed from a band 2 to a band 4 in just three years."

Now, even Roxy's daughter, Reggie, is getting involved, starring in our zero-tolerance to violence against staff campaign.

Rachel and Sue

Sue Mincher joined our pre-assessment unit at the University Hospital of Hartlepool in 2008 as a receptionist.

Five years on, she let her daughter, Rachel, know about a vacancy – and Rachel joined the University Hospitals Tees family.

Now working in patient safety and quality admin, Rachel said: "I wanted to join an organisation that I was proud to be part of."

Sue continues: "We're both proud NHS employees. It means a lot to us both. We're all small cogs in this big wheel but we always do our best for our patients."



Pictured: Patient safety and quality admin Rachel works at University Hospitals Tees with her mum, receptionist Sue.

Join our family

Scan the below QR codes if you are interested in finding out more about joining the University Hospitals Tees family.



North Tees
and Hartlepool
(NTH-QR)



South Tees
Hospitals
(STH-QR)



Pictured: Robyn, Roxy and Reggie.

Spotlight on midwifery

Our midwifery teams across University Hospitals Tees deliver more than 7,000 babies a year across Teesside, North Yorkshire and parts of County Durham.

With more career opportunities than ever before, we caught up with some of our midwifery colleagues to find out more about their experiences and careers as midwives...

Clare's story

Clare McMann, midwifery manager at the Friarage Maternity Centre, was inspired to become a midwife after the birth of her twins – an incredible detour from her successful career as a travel agent.

Clare said: "Originally, I left school to travel the world as a travel rep and lived in Spain for three years. When I came home I decided to work in a travel agents, met my husband and had my first child.

"It was during my second pregnancy while I was expecting twins at James Cook. I was determined that I wanted to have a natural birth and the midwife who was looking after me was a massive inspiration. She was my advocate and empowered me and helped me to have a really gorgeous birth.

"The moment I got home with my twins, I broke the news to my husband that I wanted to become a midwife – as you can imagine, he was a bit shocked!"

While still on maternity leave, Clare enrolled in college and completed her access course. Upon her return to full-time work as a travel agent, she volunteered as a breastfeeding supporter and did counselling for SureStart.

Clare trained at Darlington Memorial Hospital and qualified in 2014, before starting work at James Cook. She spent time working in the delivery suite, staying on the labour ward for about five years before moving to community, postnatal and finally to the Friarage in 2020.

When asked what she loves most about the job, Clare said: "You really don't realise the impact you have on that person – but they never forget you. You play such a significant part in someone's life.

"There's always that one specific moment I love – the one when a woman and her partner become a family. Placing their baby in their arms for the first time and seeing them come together as a family. It's my favourite bit and it melts my heart every time."



Pictured: After a change in career, Clare is now midwifery manager at the Friarage Maternity Centre.

Tracy's story

Tracy Scott, has been a midwife since qualifying in 1995. She is currently working within the day assessment unit at the University Hospital of North Tees.

Tracy began her pre-nursing course aged 16, but left in her second year when, in her words, 'life happened'. It wasn't until age 26 when her eldest son was born that she decided to chase her original dream.

Tracy said: "I love my job and I love my patients. Midwifery has been a massively rewarding career for me.

"I've seen technology change a lot over the years, but knowing the job inside out and being there to care for our mums-to be, for me, is still at the heart of being a midwife.

"I have loved working in every area of maternity. From community to delivery, each area has a different buzz and plays a different part in the patients' journey.

"For myself, I've always loved being on the shop floor and being with my patients, and they are the reason I come in day after day. I couldn't imagine doing anything else."



Pictured: Midwife Tracy Scott has been working in the field for three decades now.

Eleasha's story

Recently qualified midwife Eleasha Spencer has been working on the delivery unit at the University Hospital of North Tees for almost two years now, after completing her studies at Northumbria University.

She said: "I came to the organisation newly qualified and the transition and support from my colleagues has been next to none.

"I am one of 10 siblings, so I had gotten to experience my mum's pregnancies with her and always knew I wanted to do something medical and to be able to support others on that journey to parenthood."

After working in NHS finance for a short time, it was upon having her first child that she realised she wanted to go back to university and study midwifery.

When asked what she loves most about her job, Eleasha said: "Whether it's the first child or the fourth, seeing my patients become parents, seeing the baby born, seeing the whole family celebrating that exact moment they grow and them having that first cuddle – it's memorable every time. There is nothing more rewarding."



Pictured: Eleasha has been working on the North Tees delivery suite since she qualified almost two years ago.

Teesside nursing and midwifery 'Nightingales' honoured

WE celebrated our amazing nursing and midwifery workforce at prestigious event to recognise and honour their incredible contributions to patient care.

During a special ceremony at Teesside University, nursing and midwifery staff were presented with special Nightingale accolades, nominated by patients and colleagues.

The accident and emergency team were named the Overall Winner by director of nursing, Lindsay Garcia, for their unwavering commitment to providing quality patient care.

The team based at James Cook were recognised for working ceaselessly and tirelessly under extreme conditions, 24 hours a day, to ensure the safety and wellbeing of their patients and colleagues.

They were praised for supporting patients and families who have suffered trauma and life-changing injuries or been diagnosed with life-limiting diseases with endurance and compassion.

The nomination said: "Every single member of the team delivers the NHS nursing values on a daily basis.

"They give their best to every single patient and always prioritise others above themselves.

"The compassion shown to their patients, even at the most frightening times of their lives is heartwarming to experience and their professionalism is to be admired."

Natalie Cockfield is the clinical matron for the emergency department.

She said: "Winning this award highlights not only the clinical expertise within the department, but also the deep sense of purpose and passion that drives the team forward.

"It is a reflection of the unwavering spirit and professionalism of our emergency department staff, their ability to consistently provide high-quality care in the most demanding circumstances is truly inspiring, and I am overwhelmed to see their efforts recognised at this level."

The trust's Nightingale Awards are now in their 21st year.

The annual event recognises the hard work and dedication of nursing and midwifery staff working at James Cook, the Friarage and local community hospitals and health services.



Other Nightingale Award winners

- Lesley Willans – Staff Nurse Award
- Lindy Defoe - Specialist Nurse Award
- Daniel Vijayaraj - Sister/Charge Nurse Award
- Elizabeth Smith - Support Worker Award
- Louise Pearson - Advanced Practice Award
- Sarah Clarkson - Inspirational Award
- Kathryn Lomas - Assessor Award
- Clare Welford - Leadership Award
- Children and young people's emergency department - Paediatric Award
- Amanda Bain - Midwifery Award
- Sarah Williams - Student Award
- Clare Hood - Volunteer Award
- Roseanna Hazlett - Military Award
- Friarage maternity team - Friends of the Friarage Award
- Ward 31 - Matrons Award
- Cardiac rhythm management - Team Award
- Jennifer Hooley - Patient Experience Award



The accident and emergency team receiving their Nightingale award from Lindsay Garcia

Charity donations support families suffering from baby loss in Teesside

Our
HOSPITALS
CHARITY

THE central delivery suite at James Cook has employed its first specialist bereavement counsellor.

Francesca McDougall joined the bereavement team following generous donations from Our Hospitals Charity, the fundraising arm of South Tees Hospitals.

She provides personalised counselling support to any families who have suffered a pregnancy/ baby loss from 12+6 weeks of pregnancy onwards and are being cared for on the central delivery suite at James Cook.

Francesca hopes to provide families with a safe space

to offload and each session is designed to meet their individual needs.

The sessions can be delivered either face-to-face, on Microsoft Teams or over the telephone and families can access as many sessions as they need.

She said: "Currently, there isn't a local service offering maternity bereavement counselling in the timeframe that we can offer but within my new role, families will be able to access specialist support during one of the most difficult times of their lives, for as long as they need too."

"I cannot thank the bereavement team at South Tees enough for welcoming me in with open arms and to Our Hospitals Charity for making all of this possible."



Francesca McDougall and Tracy Pickersgill from the maternity bereavement team (left to right)

Pharmacist helps create hospital's first-ever dedicated lactation suite

PROUD pharmacist Jessi Jones has been applauded for helping to establish a dedicated specialist lactation suite at James Cook.

Jessi, who is a mum-of-two and works as a specialist women and children's pharmacist at James Cook, helped to design and implement the suite – thanks to funding from Our Hospital's Charity.

The bespoke room is equipped with comfortable chairs and dim lighting and provides a peaceful alternative to breastfeeding in public.

A fridge for the storage of expressed breastmilk is also available to support and encourage breastfeeding and Jessi has also kindly donated art prints, books and comfort items.

Jessi said: "It

is so important that our staff and visitors are supported to breastfeed, should they choose to do so.

"This motivated me to design and request funding from Our Hospitals Charity for a purpose-built room in which parents can feed their infants or express breastmilk in a safe, supportive and secure environment."



Our Hospitals Charity team with Jessi and the children

"We hope that the introduction of the lactation suite will continue to empower our staff and visitors to breastfeed for as long as possible and will support new families throughout their infant feeding journey."

The suite is situated near the north entrance at James Cook and is open to new parents, both staff and visitors, 24 hours a day, seven days a week.

Jessi Jones with her children Azalea Elizabeth and Freyja Rose



In memory of Anne Beaty

RESPECTS have been paid to Friarage nurse, Anne Beaty, who recently passed away at the age of 73. Until her death, Anne worked two days a week at the hospital, where she had spent her entire career of 56 years, starting her nurses' training there at age 18.

Anne was well known at the Friarage and the surrounding area. Having mainly worked as a staff nurse, she worked her way up to becoming sister, with her first sister's post on the geriatric ward. Anne later decided to go back to being a staff nurse to focus on patient care and worked in many areas of the hospital, most recently on Gara Ward.

During the Covid-19 pandemic, Anne also worked on medical wards, meeting new colleagues and friends who gained her respect due to her hard-working nature and her many years of experience. Colleagues remember Anne being reliable and keen to help out, offering to work on Christmas Day every year, and supporting colleagues with children when they needed to take time off for appointments or family commitments. Family always came first to Anne.

Anne's funeral was held in Northallerton, at the same church where she and Allan were married. In a touching mark of respect, colleagues on the Gara Ward arranged for the cortege to leave

from the Friarage before making its way to the church. Her family were astounded to see so many people paying their respects. The family all say Anne wouldn't have wanted such a fuss made about her but that it just goes to show how well thought of she was by all who knew her.

Amy Robinson, Gara Ward sister said: "Anne had worked at the trust for more than 50 years and will be desperately missed by everyone, especially her friends and colleagues

from the trauma and orthopaedics team at the Friarage. Anne was held in high regard by everybody who ever worked with her and will always hold a special place in their hearts."

At her funeral, Anne's family requested donations were made to Friends of the Friarage, specifically for Gara ward. An incredible £2,370 was raised, which included a generous contribution from the family.

Carri Ramsbottom of Friends of the Friarage said: "We were so sorry to hear of Anne's passing. Donations made in Anne's memory were sent directly to Friends of the Friarage and will be used to enhance patient and staff wellbeing on Gara ward, a fitting choice."

Anne Beaty



Volunteer drivers needed to support local hospital

THE trust is expanding its volunteer driver team and is looking for individuals to join its dedicated transport and logistics department.

Volunteer drivers play a crucial role in ensuring patients and staff can move between hospital sites and community areas, assisting with:

- ✓ Providing transport for patients to and from outpatient appointments
- ✓ Delivering medications to patients' homes
- ✓ Delivering test kits, dental deliveries and other essential supplies

- ✓ Helping hospital staff travel between trust sites in Tees Valley and beyond

Andy said: "Whether you're looking to learn new skills and grow your CV or give back to the NHS – whatever your reason for wanting to volunteer, we would love to hear from you."

If you have a full UK driving licence and a minimum of three years of driving experience, the trust would love to hear from you.

Volunteers will receive all necessary equipment,

including a vehicle, insurance, fuel, and a uniform.

Get involved if you would like help out

- Email: stees.volunteering@nhs.net
- Phone: 01642 835863



Medical equipment stores supervisor Peter Humphrey, volunteer Julie Greaves and procurement operational services manager Andrew Jackson (left to right)

SOUTH TEES STARS

THE STARS Awards present an opportunity to recognise the individuals, teams and services that go above and beyond their role in delivering excellent patient care.

Congratulations to the winners and to the hundreds of staff who were nominated. You can also nominate your colleagues or teams that have made your day by the going the extra mile. Search STARS Award on the intranet to make a nomination. Members of the public can also nominate via southtees.nhs.uk.

Joanna Gladwin – Communication

Joanna was nominated for her excellent communication skills.

The nomination said: "Due to the priorities of ensuring the group changes run smoothly, other trust activities have been delayed, and Joanna has kept me informed at all stages, letting me know of what I needed to do and also how the process was progressing.

"Her actions have helped me save a lot of time and her support is very much appreciated."

Congratulations Joanna.



Tracy Heslehurst – Attention to Detail

Tracy Heslehurst won a STARS Award for her attention to detail.

The nomination said "Tracy was visiting a patient for a planned visit in a residential home in the community. Thanks to Tracy's vigilance and her following the correct procedures for medicines management, she helped avert a possible mishap."

Well done Tracy!

South Tees STARS shine brightly

Dharmista Patel – Helping Others

Dharmista won a STARS Award in the Helping Others category and was appreciated for working incredibly hard to ensure the smooth rollout of Loop across the trust.

The nomination said: "She has provided drop-in and online support to staff and dealt with many queries, some of which can be challenging. Thank you for your commitment to this Dee, it's appreciated."

Congratulations Dee!



Andrea Stubbs – Going the Extra Mile

Andrea was recognised for going the extra mile, especially since the new urgent treatment centre opened at James Cook.



The nomination said: "Andrea has gone above and beyond for the department and staff, and it has not gone unrecognised amongst us. She is very approachable and has a wealth of knowledge and skills that she utilises each shift, and is more than happy to pass on to her colleagues when staffing levels have been down.

"Andrea is the first to get her uniform on and come and help the team out, no matter what the time of day or night it is and is extremely supportive to staff and always happy to help."

Way to go, Andrea.

Sophie Vincent – Respect, Caring and Support

Sophie was commended for going above and beyond for a patient with learning disabilities in intensive care.

She has taken time to adapt her communication to meet the patient's needs and is incredibly mindful of adaptations to be made to enhance the care he receives.

The nomination said: "Sophie has behaved with incredible kindness and compassion and is a real credit to the team. The care of disabled patients in the hospital is an area that needs real focus and there is scope for improvement, but it is so encouraging to see staff members like Sophie who prioritise patients with different needs and have exemplary patient care attitudes.

"You are a genuine joy to work with Sophie - continue to do all that you do!"

Congratulations Sophie!



Accident and Emergency reception – Teamwork

The entire accident and emergency reception team won a STARS Award for working exceptionally hard daily – keeping the patients' booking safe and the flow constant.

The nomination said: "They are the eyes and ears of the emergency department waiting room and the first to escalate if a patient is unwell.

"They are a great team with a great amount of experience between them and they work really well as a team. Whilst doing their job, they continuously get verbal abuse from patients but still remain professional at all times. They are a great asset to the department."

Keep up the good work, team.



Friarage cardiac arrest response team – Dealing with Difficult Situations

The Friarage team was applauded for working together which resulted in a great outcome for a very sick patient.

The nomination said: "The whole team worked together well with a great outcome for a very sick patient.

"On this day the cardiac arrest response team and all additional members of the Friarage, including

consultants, nurse consultant, medical doctors, anaesthetists, ODP, nurses, healthcare assistants, porters, security, a orthopaedic technician and a podiatrist – they all came together to provide the best care and best possible outcome they could!

"What an amazing team and I am incredibly lucky to work with such passionate people!"

Keep shining like the stars you are.



Community nurse celebrates 50 years within the NHS

AN inspirational community nurse is celebrating after marking 50 years working within the NHS.

Pam McIvor who works for University Hospitals Tees, started her career as an auxiliary in May 1975, at the Friarage.

She is now the clinical lead for urgent community response, Hospital@Home and the end-of-life care co-ordination service at the same hospital she started her career in and is showing no signs of retiring.

She said: "Nursing has always been more than just a job for me, it's a vocation."

Pam was first inspired to become a nurse after visiting her father in hospital after he suffered a heart attack.

With support from the trust, she gained a place at the College of Ripon and St John to start her nurse training (Adult Branch) and qualified in 1998.

She quickly found her niche working within the community and following

further study, secured a BA (Hons) in adult nursing before going on to complete a BSc (Hons) in specialist practitioner district nursing degree in 2001.

Pam was responsible for setting up a one-stop health shop within an extra care housing scheme for elderly patients living in Hambleton and Richmondshire in 2002, as part of her role as an intermediate care liaison nurse.

Then in 2003, she was promoted to clinical lead for fast response/intermediate care and prisons for NHS Yorkshire and York, where she was responsible for overseeing healthcare within local prisons and delivering nurse led clinics.

Over the years, Pam has had a lasting impact on so many lives, however there is one special event that has had a lasting impact on her.

In 2016, Pam attended the Queen's Garden party at Buckingham Palace on behalf of the Royal College of Nursing, as part of their 100th anniversary celebrations.

Reflecting on her 50-year career, Pam said: "I come from a family of workers, and I feel like I have worked hard over the years to go from an auxiliary with no qualifications at 19 to completing a master's in international management at the age of 60.

"I love my job; it gives me a real focus in life and I have been fortunate to work with so many incredible people along the way, many of whom I now count as family.

"I have made the decision to re-validate again because I'm just not ready to retire yet."

To mark the special milestone, colleagues old and new, gathered to hold a special celebration event for Pam.



Pam McIvor celebrating with her colleagues

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A photograph of two women embracing warmly. The woman in the foreground is wearing a dark grey knitted sweater and a red headscarf with a large orange bow. The woman behind her is wearing a red jacket. They are sitting on a green sofa against a light-colored brick wall. A large tan leather tote bag with a small pom-pom charm is in the foreground.

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