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YOUR STAFF NEWSPAPER
DECEMBER 2016



Calderdale and Huddersfield
NHS Foundation Trust

TrustNews



Meet Ed Balls' number 1 fan at CHFT – page 2

'Outstanding' Wendy

STAFF NURSE Wendy Schofield is our latest Star Award winner for her "outstanding" care for a dying man during her night shift on 8c.

His family wrote into the ward with praise for the whole team but singled out Wendy for providing outstanding care when their father passed away.

And their words were so special her colleague and Ward Manager Sarah Bray turned them into a Star Award entry.

The family put: "Whilst this is a compliment for all the staff involved in my Dad's care I would like to make special mention of staff nurse Wendy who worked that night shift.

"Wendy was one of the most compassionate people I have ever met. She really helped us through what was a very difficult time whilst still having to attend to other patients on the ward.

"She made the whole thing bearable. More importantly than what she did for us, she endeavoured to make certain Dad didn't suffer



any more than necessary." As background, the father had requested to go home for his final hours but despite being fast tracked this wasn't possible to achieve.

The family said: "We were exceptionally impressed with the ward staff who were attentive and caring. The consultant and team of doctors were helpful, compassionate and honest throughout his illness."

Sarah has known Wendy for around five years and they even worked together at Mid-Yorks before coming to CHFT. She told us she'd mentored Wendy as a HCA and she's now progressed to staff nurse. "I'm not surprised we received that fabulous letter. Wendy is like that with all our patients – she's a really caring person."

Wendy said she was "embarrassed but proud" to win this latest award.

"I would never single people out but they were a lovely family," she said.

Gifts for children in memory of Jo



OUR TEAM on the Day Surgery Unit at HRI is making sure every child patient on December 24 gets a selection box and reindeer dust.

It's their way of honouring the memory of late and much loved colleague Jo Bingley who wanted to make Xmas appointments special.

Their leader Vicky Weaver who is new to the team said: "What they do brought tears to my eyes."
● For more Christmas stories see inside.

Teifi becomes third 'Prof' at the Trust

OUR CONSULTANT ophthalmologist Teifi James – the world's leading "dry eye" expert – has been appointed an honorary visiting professor.

He is the third "Prof" at CHFT and joins oncologist JK Joffe and knee expert Gautam Chakrabarty to acquire the prestigious title.

Teifi was awarded the honour for his teaching links with Cardiff University's School of Optometry and Vision Science.

He teaches via webinar to post-grad optician students in all corners of the world and marks their work electronically.

Dry Eye affects 25% of adults and is a condition caused by the eye lid not having the ability to produce tears. He recommends treating it with warm compresses and is a world leader in the field. The Eye Bags recently came second in an innovation competition hosted by Richard Branson.

His work has led him to deliver talks across the world and this year will be travelling to Scandinavia.

He said: "Professorships can be usually for research but I think it is brilliant that this was awarded for teaching. I



Above: Teifi James. Below: Gautam Chakrabarty (left) and JK Joffe

love teaching. One of my missions has been to pass on knowledge and enthusiasm which I can do alongside my work here at the Trust."



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Outpatients showing the way to the UK



THANKS to new IT which provides real-time data on cancellation and DNA rates and when appointment slots are available, our appointments team, above, is now leading the way for efficiency and winning the war against wasted, unused clinic slots and helping the Trust to see more patients every day.

DNAs for first and follow-up appointments are down from 8.1% in 14/15 to 6.5% in 16/17, patient and hospital cancellation rates have reduced from 13.5% in 2014/15 to 10.6% in 2016/17, whilst slot utilisation has increased from 89.8% in 2014/15 to 93.5% in 2015/16.

It's a tremendous development which Katharine Fletcher spoke about at the recent 'national SBK Outpatient Services 2016: Innovative Models Shared' conference.

Katharine said: "I thought we were all doing the same work in tackling wasted appointments but it's not the case. Trusts are wanting to come and see what we are doing here which is testament to the success of the project. It's an all-round team effort and the appointments team couldn't have done it without the software development support from THIS who created the Knowledge Portal and, our consultants and outpatient nurses who have worked with us to improve efficiency across all our outpatient areas."

Why Ed got Teresa's vote



Teresa and Zain with Ed, above, and right



TERESA HOWARTH, our clinical lead in stammering, was among the disappointed millions backing outsider-turned-comedy-favourite Ed Balls to win Strictly!

Teresa and her patient Zain Ghani met the former Shadow Chancellor at a Stamming Network meeting at the Speaker's House, Westminster. She said: "He was lovely, very warm and compassionate and, of course, I was rooting for him."

Ed is vice president of the Action for Stamming Children charity and spoke about his own stammer – a covert one – and how it led him to seek for treatment later in life.

Teresa was reunited with her patient Zain at the event. She cared for him from when he was 17 and during his years at Uni. Zain, from Halifax, is now the most senior member of the ASC Youth Panel. He was on a

week's work placement with ASC which included preparing for the event at Speaker's House. He is also applying to be a volunteer with CHFT's therapy team and now wants to become a therapist himself.

Teresa recalls: "I introduced Ed to Zain and told him Zain was a dancer too and the two of them then started talking about dancing. But we didn't get a picture of them dancing. The meeting was back in October and he probably had no idea he was going to still be in it for so long."

The Stamming Network called 'Stammering Therapy Changes Lives' was attended by more than 100 people.

Ed has been a supporter of the ASC charity for many years and regularly meets children and young people to talk about the challenges of living with a stammer as chronicled in his autobiography.



Christmas cheer!



Congratulations to three colleagues



Lisa and Ayesha

DOUBLE CONGRATS to Clinical Information Manager Lisa Fox and Lead Tissue Viability Nurse Ayesha Marshall who both graduated from Sheffield Hallam University.

After years of part-time study – and many new pencil cases – Lisa (pictured left) got a MSc in Healthcare Management and



Jane Armitage with her award

Leadership, and Ayesha gained her MSc in Advanced Professional Practice studying Tissue Viability and Safeguarding during the course.

Also congrats to our medical photographer Jane Armitage. She collected this trophy for an eye photo of a posterior pole! She entered the pic at the annual national Ophthalmic

Imaging Association Conference for her colour retinal photograph, which was unique because it was of a very rare eye condition.

Jane said "I am proud to be part of a small yet valuable team at CHFT. I wanted to share with them and our Trust how all our hard work contributes to our success and our profession too."

Standing still to spread the message about flu jabs



Stay still and jab

AS PART of our ongoing flu jab campaign for winter 2016/17 we staged a Mannequin Challenge.

It's the social media buzz of the moment and we thank all our "dummies" for proving they aren't

(!) and to spread the message about immunisation to stay safe this winter.

We are aiming for 75% frontline staff to be vaccinated to keep everyone including our patients safe. We got off to a brilliant start this year – our best ever.



A massive thank-you to The Huddersfield Giants squad and Huddersfield Town players who visited CRH children's ward. Both teams supplied goodies bags to the youngsters who were overjoyed by the visit.

Giants' Club Ambassador, Earl Crabtree, said of the visit: "It was a day to give a little bit back; we simply wanted to put a few smiles on children's faces. The response we got was fantastic and all of the players were brilliant and fully embraced the opportunity. In the end I think we got just as many smiles from the nurses as we did all the children on the ward! It was a great day and one I really enjoyed."

Huddersfield Town Club Ambassador, Andy Booth said: "The hospital visits are an annual tradition of the club near Christmas time and it's really important that we give those children and families a day to remember as we get into the festive period."



#hello my name is...

Nikki Harvey, Mental health Practitioner

Hello, my name is Nikki Harvey. I am from Surrey but now live in Hebden Bridge and have worked for CHFT since 2008.

I have two boys aged five and seven. Before training as an OT I was a care assistant. After OT qualification I worked in England for two years and then moved to New Zealand where I lived for five years. Leaving New Zealand was hard as I loved it there but it would have been hard to settle so far from family. I have a paragliding licence and Padi Open Water licence. My partner Nigel is from Sheffield and is a primary school teacher.

What is your position?

Currently I work as a Mental Health Practitioner in Intermediate Care. Our service users are predominantly frail elderly and come to our service primarily because of a change in their physical health (i.e. through a fall). However, many have mental health needs which range from enduring mental health conditions to depression / anxiety reactive to current circumstances and delirium. My role involves ensuring that service user's mental health / emotional well-being needs are supported whilst in our service.

Tell us about your career background?

I qualified as an Occupational Therapist in 1998 and have worked in many permanent and locum roles in the UK and New Zealand. I really enjoy the flexibility of the OT role and the breadth of experience on offer. In particular I loved working in a specialist acquired brain injury unit in New Zealand where mental and physical health skills were both essential in the role. I was employed as an Occupational Therapist with the Trust in 2008 but commenced in a Mental Health Practitioner role in 2014 as I was missing mental health work!

Action girl Nikki. Below: at work



What are the best bits about your job?

Having time to really listen to what service users are saying. Constantly learning from and being inspired by service users.

What is the highlight of your career so far?

The positive impact of a Garden's for Health project that I led in New Zealand, being wished happy birthday on 'City Hospital' as a Basic Grade many years ago and having a Christmas lunch with Nick Knowles and Philip Schofield!

Sum up your role in three words?

People, listening, advocating.

What did you want to be when you were growing up?

A spy!

Who is your hero/heroine and why?

A friend called Eva who was a political activist, standing up for what she believed in because she wanted to leave the world a better

place for others.

When you are not at work how do you relax?

Quality time with family. Walking, reading the paper and lattes in Hebden's many cafes! Boxing at Hebden Boxing Club!

What is your favourite place?

Hebden Bridge or Golden Bay (New Zealand).

What would people be surprised to know about you?

I stood as a parliamentary candidate in the New Zealand elections in 2005. Needless to say I didn't get in!!



Patient flow work paying off



Our patient flow teams



FOR the first time since we started counting – back in 2014 – we have no patients in the hospitals who have been here for more than 100 days thanks to an all-round superb effort on patient flow.

Patient flow is centred on three key areas: Patients being admitted through their GP or by A&E, their journey to diagnosis and treatment

and then returning home.

At one point the Trust had more than 15 patients over 100 days and the team have been working hard to improve the experience for these patients by supporting them into a more appropriate environment for their needs.

Service Improvement Lead Colin Duffield, said: "Rachel Rae and her

team have worked very closely with patients, families and local authority colleagues to systematically review every case with a long length of stay."

Discharge Co-ordinator, Julie Britain, told us: "Our team oversee the re-enablement of patients and assess what they need in order further their care, for them to leave the hospital environment.

"We have two main bench marks a) over 50 days and b) over 100 days. If a patient is over these timeframes we question why and look for a solution.

"It's important to get patients into rehabilitation to ensure that they receive the right care at the right time..

"By looking at the treatment patients need and the speed they receive it, it allows patients to become

medically fitter and allows for other patients to be admitted and receive the same quality of care rather than having no beds for future patients."

This is just a small but important part of our patient flow improvement work and whilst we will still have times when the hospital is very busy, as it has been this month, it shows that by working together we really can get results.

Teddies from Masons

Huddersfield Freemasons have celebrated the milestone of an initiative to help ease the suffering and emotional upset of children attending A&E departments at hospitals across the county.

During the past eight years West Riding Masonic Charities have provided teddy bears to 17 hospitals under its Teddies For Loving Care scheme and recently handed over the 100,000th soft toy.

The scheme, funded by West Riding Masonic Charities, provides a box of teddies each month and Matron Kate Crowther and A&E staff at Huddersfield Royal Infirmary were on hand to receive

the latest batch, together with a £500 cheque and certificate from Freemasons John Gledhill and Mick Day.

A&E lead nurse Andy Elwers said: "They are a real soothing influence for traumatised children who come into A&E."

Provincial Grand Master David S Pratt said: We are extremely proud of our TLC scheme and we are constantly being told that the teddies really help calm young patients down and make it easier for doctors and nursing staff in their work."

The £500 will help provide a new television and an upgrade of recreational facilities in the children's area in the A&E department.



Christmas tin appeal success

A HUGE success for our Christmas tin appeal with more than 100 items of food, toiletries and money.

Interserve's Andrew Jackson said "It has been a real success with people from all over the Trust, the Public and Interserve getting involved. Having done a tin appeal before I know just how important it is for the people in our local area."

All donations will be donated to The Welcome Centre in Huddersfield Town Centre.

Sovereign's £8,000 donation



Brendan and Jane Frost, centre, receive the donation

SOVEREIGN Healthcare has again donated £8,000 to CHFT.

Executive Director of Nursing, Brendan Brown said: "It is always a pleasure to welcome Sovereign Healthcare as they continue to kindly support our services. Their generous donations will

mean better facilities for our patients and their relatives, development for our Ward Managers and support for our vulnerable patients. I would like to thank them on behalf of our patients and staff at the Trust for their continued generosity and support."

Higgins howls – but all in a good cause

JAMIE HIGGINS' howls of agony brought Director Mike Culshaw running from his office in Pharmacy.

But luckily there was no emergency! It was all for fun for Children in Need and first-time leg shaver Jamie had no idea of the pain coming his way.

The extra photos show the calm before the storm as the wax went on ... and the hairs came off! Jamie a pre-registration pharmacist and Samuel Cummings, ATO from pharmacy stores, both volunteered when colleague Elizabeth Preston put out an appeal.

They were both shorn up to the knees to the amusement of their colleagues.

He said: "It was one of the most painful experiences ever. The one up the back leg really stung but it was all for a good cause and I'd do it all again."

In total, £250 was raised.



Big Brief

Safe: Six out of 10 serious incident reports submitted within the 60 day target.

Additional support is available from Risk when timescales are challenging.

Caring: Decrease in complaints closed within timeframe – down a third on Sept.

FFT - action plans in place where (for three months or more) the figures are below the "95% would recommend" target.

Effective: A further fall in HSMR rates, with improvements being made at weekends.

Trust will be undertaking a review of sepsis mortality.

Responsive: Emergency Care Standard 4 hrs - 94.86% highest since June – brilliant

Action plans in place to continue to reduce appointment slot issues

Workforce: Sickness Absence Rate - at target for the first time this year. Return to work interviews – focus required as figures have dropped

QUIN

(Commissioning for QUality and Innovation); Good start to the flu campaign to vaccinate 75% of frontline staff – this year we need immunise as many colleagues as possible by 31 December to receive funding.

Activity: Activity in-month activity above planned levels.

Combined, elective and daycase are above plan. Still an increased waiting list whilst non-elective activity is below plan.

Financial Performance

- YTD deficit of £11m against a planned figure of £11.13m
 - Clinical activity and income continues to be above target in month and YTD
 - Operational action plans to curb the use of agency have started to impact positively – on track to achieve the revised figures we submitted to NHS Improvement

- We're forecasting year-end deficit of £16.05m against £16.10m
 - The forecast relies on divisional recovery plans to achieve further savings including deferring spend where possible
 - We must remain focussed on all areas of spend including agency costs
 - Key operational performance targets, e.g. A&E, RTT, must be achieved to secure £11.3m of Strategic Transformation Funding

Cost improvement programme (CIP)

- Month 7: Delivered £8.35m against target of £6.16m
- Forecast: Forecasting £15.09m at year end. This includes delivery of higher risk schemes in the last half of the year

Feedback *

NHS Feedback:

"My daughter was admitted by ambulance Monday evening having suffered further complications. The treatment couldn't have been more different to an earlier visit. On arrival we were shown into a spotless cubical. Nurses introduced themselves as did the doctor, nothing was too much trouble and every procedure explained."

@sueThomp1969
@CHFTNHS Thank you to the theatre staff and all on wd 22 for the fabulous care given to my daughter and not forgetting the docs.

@go_ask_me_xx
@CHFTNHS Thank you so much to ward 22 and everyone else who looked after me over the past few days while I had my appendix taken out.

*Feedback about us from the past month.

TrustNews is the staff newsletter all about you. Please let the communications team have all your success stories and good news – e-mail to antonia.crookes@cht.nhs.uk or 'phone 01484 355 253. The deadline for the next edition is Friday January 13.