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Listening to what patients and relatives want – new open visiting policy introduced
PATIENTS are set to benefit from a new integrated critical care service at North Manchester General Hospital.

The Pennine Acute Hospitals NHS Trust has spent £465,000 on improving and developing the service after the amalgamation of the high dependency unit with the intensive care unit on ward G1. This has resulted in a single unit which meets the national standard for critical care services.

The new 12-bedded unit was created using the existing accommodation on ward G1 which was enlarged by demolishing existing office and storage space to build a new clinical area with four new bed spaces.

New equipment was purchased, making each bed area flexible for the use of ventilation, dialysis and monitoring. A separate equipment replacement programme in critical care across the Trust has led to the purchase of new ventilators and monitors in all critical care areas.

Helen Barrow, matron, critical care, said: “We previously had two geographically separate critical care units on the North Manchester General Hospital site. One treated level two (high dependency) patients whilst the other treated level three (intensive care) patients. Now that the two units have been amalgamated, patients will benefit from a spacious integrated critical care service located in purpose built accommodation.

“Patients will notice an enhanced ward environment with natural light, upgraded shower and toilet facilities and improved access for relatives.

“There is also greater flexibility for the treatment of patients as any patient in any of the beds on the unit can now receive any level of critical care, be that high dependency or intensive care without having to move between what were two separate units. This provides greater flexibility and improved patient experience through continuity of care and location.”

Dr Mark Longshaw, consultant physician, said: “The building of a new critical care ward has been a major development for North Manchester General Hospital. The new ward allows us to treat patients more safely and effectively and staff have an improved working environment, which allows them to carry out their jobs more safely. They have the confidence that the Trust has made a significant investment in the work that they do, resulting in a stable working environment to retain and recruit staff.”

Helen added: “The successful amalgamation of the two units was made possible because of the hard work and cooperation of the critical care nursing team, many of whom went above and beyond to ensure that patients were all moved safely and efficiently on the new unit.”

Pictured: Helen Barrow, matron, critical care and staff nurse Muhammad Khan.
PATIENTS, relatives and staff at Pennine Acute have given the thumbs up to extended visiting hours.

Following a successful trial at The Royal Oldham Hospital, an open visiting policy has been implemented at the Trust.

The new policy forms part of the Trust’s aim to make our hospitals more carer and dementia friendly by giving relatives, friends and carers the chance to spend more time with their loved one at a time that suits them and have an active role in their care while they are in hospital.

Traditionally visitors were only allowed on the wards to visit their relatives at set times in the afternoon and evening. Now, however, access is available at any time of the day through discussion with ward staff.

There will be occasions when, for clinical reasons, visitors may be asked to come back later or move to another area of the ward for a short period of time.

A visitors’ code has been developed which sets out guidelines that visitors will be asked to adhere to and will cover areas such as numbers around a patient’s bed, preventing the spread of infection and protected mealtimes.

Charlotte Dent, quality matron for medicine at The Royal Oldham Hospital, said: “Open visiting allows families easier access to medical staff, and to participate in care if the patients and families wish to do so. It has opened up channels of communication further between nurses and their patients and families, which for me, is a great thing.

“This is particularly pertinent in relation to caring for patients with dementia. As a Trust we are busy making our hospitals more dementia friendly and open visiting will give the opportunity for the carers of patients with dementia to remain with their loved one, where appropriate, and be actively involved in their care during what can be a stressful and confusing time.

“Families can see care and deliver care alongside nurses by supporting feeding if assistance is required. It has encouraged staff to be pro-active in working in partnership with families who have cared for their relatives at home, because we recognise that families are often the experts in their relative’s care.

“We understand how stressful being in hospital can be both for the patient and their loved ones and how much of a boost to a patient’s morale and recovery, visits from friends and relatives can be. Therefore we are excited to be taking this step forward as a Trust to give more flexibility to visitors as to when they can visit and to the role they can play in the care of their loved ones.”

Carol Chadwick from High Crompton, who received care on ward F2 at The Royal Oldham Hospital, said: “Visiting used to be between 2pm and 4pm and then 7pm until 8pm when I have previously been in hospital. When it was restricted visiting, my visitors which include my husband, daughter and son-in-law, felt that they had to stay the whole time, whereas my husband now feels he can just pop in on his way to work. It is now flexible around my family’s jobs and finding a parking space is easier as not all visitors are arriving at the same time.”

Patient Carol Chadwick is pictured on the front page with Charlotte Dent, quality matron for medicine. Visitor Linda McCulloch is pictured above with sister Sandra Taylor on ward F9.

Linda McCulloch who was visiting a patient on ward 9 at The Royal Oldham Hospital explained how she viewed the new open visiting policy. She said: “Open visiting is valuable to patient care and morale. It helps with families travelling long distances and stops too many visitors attending in one sitting. It aids communication with hospital staff and the visitors can help with feeding, reading and listening.”

Ward F9 sister Sandra Taylor, said: “Open visiting helps the whole multi-disciplinary team. Families can assist with meals and are able to complete the dementia document ‘This is me’ with staff. This document is used for patients living with dementia in all clinical environments. It helps build an individual picture up of the patient so that healthcare workers have a better understanding of the patient and know their particular likes and dislikes or routines that are important to them. It allows families to be more involved in providing care, and for doctors to discuss management plans with relatives during ward rounds.”

In the news

Listening to what patients and relatives want with new open visiting policy

Inspiring future generations

INSPIRATION struck young children at Crompton Primary School in Shaw when they were asked to take part in an inspiration day and come to school dressed as real-life heroes and superheroes.

Five year old Lucia Dawson used her great auntie Janet as her inspiration and came dressed as a nurse.

Janet Mills-Cook, who is a heart failure specialist nurse at North Manchester General Hospital said: “I felt so overwhelmed that a young girl could have taken inspiration from me doing my job and the fact that I work for Pennine Acute is a testament to how as staff we portray ourselves in public and within our family units. Lucia even brought her dress and blood pressure cuff to show me when she came to stay at my house.”

Lucia is pictured below in her nurse’s uniform, with staff and pupils from Crompton Primary School.
Trust appoints new dementia nurse consultant

DELIVERING dementia training to all grades of staff is one of the first tasks which a new dementia nurse consultant will undertake at the Trust.

Janice McGrory has been appointed to a new dementia nurse consultant post at Pennine Acute.

With over 20 years’ experience in working with older people and those with cognitive impairment, Janice has also won national awards for her work around dementia.

Qualifying as a registered general nurse in 1986, Janice has worked in a number of different specialties and hospitals throughout the country, but most recently she was lead nurse for dementia and delirium at Salford Royal Hospital.

Janice started with the Pennine Acute Trust on 18 January and as an integral part of the Trust safeguarding team, she will take the operational and strategic lead for the delivery of specialist dementia expertise within the Trust. The key functions of the post include leading on the delivery of the Trust’s Dementia Strategy; working across professional and organisational boundaries to support staff and provide advice in undertaking holistic and comprehensive assessments of patient need, ensuring the appropriate admission and timely, safe discharge of patients known or suspected to be living with dementia.

She will work with the Trust learning and organisational development team in the provision of dementia related education and training to staff, and acting as an expert advisory resource, she will ensure the co-ordination and delivery of dementia care services in accordance with the National Dementia Strategy and the Trust’s strategic objectives.

Janice said: “I am particularly looking forward to meeting and working with the teams across the four hospital sites and collaborating with staff to improve the experience of care for people living with dementia and their carers. I am also looking forward to working with Dementia United, to ensure that Pennine Acute Trust plays a substantial role in the Greater Manchester approach to developing dementia care.

“Improving dementia care often includes changing or challenging culture and beliefs, but by taking new approaches to caring for people with dementia, there are obvious benefits not only to the patient and carer, but for staff as well.”

Dr Suzanne Smith, Assistant Director of Nursing (Safeguarding) at Pennine Acute, said: “In the region of one quarter of all our patients are likely to be living with dementia and in the UK there are in the region of 5.5 million carers supporting people living with dementia. Pennine Acute Trust has a forward thinking and challenging Dementia Strategy which addresses the national drive to improve services for patients living with dementia and also addresses what patients and carers say they need. In order to deliver on this strategy, we recognised the need for strong, authoritative and informed leadership with a track record in clinical excellence and innovation within the NHS. Janice ticks all of those boxes!”

Focus on Dementia - what is the Trust doing?

DEMENTIA is part of the Trust’s quality priorities and plays a leading role in the ten point quality action plan ‘raising the bar on quality’.

The new strategy which seeks to enhance the life and quality of care for people living with dementia, and their carers, has been launched and underpins the Trust’s commitment to the delivery of high quality person-centred care to people identified or assessed as having known or suspected dementia.

The key principles of the strategy are:

- **Delivery of person centred care** throughout all levels of organisation, particularly using the ‘This is me’ document which is used for patients living with dementia in all clinical environments. It helps build an individual picture up of the patient so that healthcare workers have a better understanding of the patient and know their particular likes and dislikes or routines that are important to them.

- **Enhancement of communication and information** involving developing a minimum standard of signage for all patient environments in partnership with carers and patients living with dementia; and promoting good practice, compassionate care and staff confidence through training and peer review.

- **Collaboration with partner agencies** so that there is engagement in multi agency decision making and working across organisational and agency boundaries to provide a smooth transition across services for patients living with dementia.

- **Development of a highly skilled workforce** who will undertake dementia training with identified dementia champions.

- **Recognition as a dementia friendly health and care setting**: one of the approaches that will be taken is the introduction of volunteers, who will specifically support people living with dementia during an admission to hospital. These volunteers will receive specific training and be provided with ideas for distraction therapies and support, including the use of digital reminiscence therapy giving access to films, music and the opportunity to build a life story book which will help staff to understand the person as an individual and serve as a conversation prompt for family and carers.

- **Strengthening of organisational leadership and infrastructure** which establishes a reporting framework from Board to ward and community.

- **Participation in audit and research** including designing an annual audit programme and providing robust evaluation of initiatives and whole system analysis of improvement.

Dr Suzanne Smith, Assistant Director of Nursing (Safeguarding), said: “Dementia is a national and organisational priority and we are committed to meeting the challenge of improving services and environment for people living with dementia. Our investment and appointment to the dementia nurse consultant role is already having a positive impact. With the expertise and experience the dementia nurse consultant brings and the drive and commitment of our staff, the improvements we have started to make for people living with dementia and their carers and relatives will grow throughout the Trust.”
THE Trust is committed to investing in research and development. Last year we were again successful in signing up the first patient in the UK to an international clinical research trial for diabetes.

Shafquat Hussain from Cheetham Hill in Manchester was approached by the diabetes research team at North Manchester General Hospital as a potential participant in the research trial and when he agreed to take part he was the first patient in the UK to actually start taking the medication/placebo.

As a regular attendee at the North Manchester General Hospital diabetes and endocrinology centre for the management of his diabetes, Mr Hussain is now taking part in four monthly diabetes research follow-up sessions.

He said: “The nurses and doctors in the diabetes centre and particularly the diabetes research team have been fantastic. I could not be happier with the care that I am receiving. The staff are approachable and caring and I understand more about my diabetes now after speaking with Joanne, the research nurse, and feel that I can manage it better. I am also really proud that I am the first person in the UK to start this trial.

Pictured, left to right: Deborah Hall, senior diabetes research nurse at North Manchester General Hospital; Professor Cuong Dang, principal investigator and diabetes consultant; patient Mr Shafquat Hussain; Joanne Shaw, study co-ordinator/diabetes research nurse and Gina North, clinical trials administrator.

GM Devo: Health and social care devolution

IN February 2015, the 37 NHS organisations and local authorities in Greater Manchester signed a landmark agreement with the Government to take charge of health and social care spending and decisions for the region.

This agreement included a commitment to produce a comprehensive GM-wide strategic plan for health and social care. This is based on ten locality plans jointly developed in partnership between local councils, NHS providers and commissioners.

The final draft of this plan, called ‘Taking Charge of our Health and Social Care in Greater Manchester’, was endorsed by the GM Health and Social Care Strategic Partnership Board in December last year. It details a collective ambition, priorities and direction of travel for the region to improve healthcare and wellbeing over the next five years.

The plan is the start of Greater Manchester taking full responsibility for the £6 billion health and social care money from 1st April 2016. Devolution means, for the first time, public health and care services will have the freedoms and flexibilities to explore new ways of working across Trusts, councils and across the community through a more integrated and standardised approach.

The final plan will be published at the end of March 2016. In advance of this, people across Greater Manchester and staff who work across health and social care services are being invited to give their views on the GM strategic plan - and those plans from their own local areas - as well as talking to us about how they might play a part in delivering the ambitions.

“Taking Charge - Taking Responsibility”

A regional wide advertising campaign will be running throughout March where the GM Devo team will be seeking the views of NHS and other public sector staff and the general public for their views and feedback on the GM-wide plan.

The campaign will be called ‘Taking Charge – Taking Responsibility’. As part of the campaign a series of Key 103 community roadshows will be coming to each borough this month. The public are being asked their views and to complete a quick health snapshot survey by 31st March. At the same time each GM borough (locality) will be talking to people about their own borough’s plan and how they fit into the Greater Manchester picture.

Trust staff are also being invited to share their thoughts on what helps – and hinders – the people you work with and care for from taking greater responsibility for their own health. You can go online along with other staff to join a conversation and share your thoughts and ideas. For further details and to join the conversation as a member of staff go to www.takingchargetogether.org.uk/workforce

If you would like to join in as a member of the public and talk about what helps or hinders you personally then please do so at www.takingchargetogether.org.uk
A £110 million deal to deliver services to patients in Heywood Middleton and Rochdale for the next five years has been signed, which will see four service providers working in true partnership for the first time.

A procurement exercise managed by NHS Heywood Middleton and Rochdale Clinical Commissioning Group (HMR CCG) established that the partnership of four providers - The Pennine Acute Hospitals NHS Trust, Care UK, BMI Highfield Hospital and GP Care Services Ltd, would provide the best way of delivering an end to end service for patients who are referred by their GPs for investigation or treatment in the specialties of Ear Nose and Throat (ENT), gynaecology, orthopaedics, urology and some upper and lower gastro-intestinal problems.

Often there are inefficiencies or delays when agencies are working in isolation on their area of care. This new partnership arrangement will make it easier for the partners to have an overview to effectively refer, triage, assess, treat and monitor the patient along agreed pathways of care. This innovative partnership means that the patient’s care will be fully integrated and joined up for the first time as they journey from their GP, for their tests and then for their treatment and follow up. A one-stop shop approach could see assessment, diagnosis, patient consultation, direct listing to hospital and a pre op procedure in one appointment, where necessary.

Simon Wootton, chief operating officer of NHS HMR CCG said: “We were attracted by the provider partnership bid because of the potential for a seamless patient pathway in these specialty areas. This will operate as a one stop service where assessment, diagnosis, patient decision aids and direct listing and pre op where a procedure under general anaesthetic is required will be completed in one place at one time. This will mean a better experience for patients and less duplication in the system which will also mean a better use of resources. We are now entering a mobilisation phase, where we will be working towards the development of a joint governance structure and over-arching management board, with representation from each organisation. Patient referrals will continue as usual during the transition to these new services, however once this partnership is established, we envisage the services will be markedly improved.”

In a joint statement the partnership of providers said: “Pennine Acute Hospitals NHS Trust, Care UK, BMI Highfield and GP Care Services Ltd are delighted to confirm our partnership has been selected to develop and provide these innovative services. We are keen to work in partnership and collaborate with other healthcare organisations across the borough to deliver better care to our local population. This builds on other work we have done and we feel it is the right thing for patients. We welcome the support of our forward thinking commissioners who are keen to reduce duplication of services and ensure that patients receive high quality, locally based healthcare services. In doing so we aim to ensure that care for our populations remains local and accessible.”

Trust physio awarded Clinical Lectureship

A PERSISTENT pain specialist physiotherapist from the Trust has been awarded a much sought after Clinical Lectureship from Health Education England (HEE) and the National Institute for Health Research (NIHR).

Trust physiotherapist Dr Deborah Antcliff (PhD) is currently based in the musculoskeletal out-patients physiotherapy department at Fairfield General Hospital.

This prestigious award will give Dr Antcliff an opportunity to undertake training to further develop her clinical and research skills, whilst undertaking a research study that has clear patient benefit.

Dr Antcliff’s Clinical Lectureship award will commence in June 2016 and will involve a 50:50 split of her time, between treating patients with chronic pain and fatigue, and with researching activities into the management of chronic pain and fatigue.

Deborah said: “These competitive awards are highly prestigious and will help to raise the profile of physiotherapists as clinical academics, together with raising the profile of the Trust through leading an NIHR study.

“I feel honoured and overwhelmed to be successful in my application for the Clinical Lectureship. I am excited by the opportunity to work under the mentorship of a team of expert researchers in this field based across the universities of Leeds, Manchester and Huddersfield.”

Dr Steve Woby, director of research and development (R&D) at Pennine Acute, said: “This is an absolutely amazing achievement for Dr Antcliff, the physiotherapy department and The Pennine Acute Trust. These awards are incredibly tough to get and only the very highest quality applications receive funding. Dr Antcliff’s initial work, which formed the basis of her PhD, was funded via the Trust R&D department and supported by the physiotherapy service. This investment and support has ultimately culminated, six years later, in this NIHR award. This is a fantastic achievement!”
Urgent care improvement summit to drive up standards

As part of the Trust’s commitment to Raising the Bar on Quality, Pennine Acute has purposively engaged with clinicians to explore clinical areas of improvement through an Urgent Care Improvement Summit held in November 2015.

One suggested area for improvement focused around the delayed transfer of medically optimised patients.

The executive team decided to act on the suggested improvements systematically, and an Urgent Care Improvement Steering Group was formed with external partners.

The first meeting was held in December 2015; delays in the transfer of care of medically optimised patients were discussed and it was agreed to conduct a Rapid Process Improvement Event (RPIE) in January 2016, facilitated by the TDA, using a whole-system approach.

The RPIE was held on 18 to 21 January 2016, with all partner organisations actively participating, supported by respective executives.

Some of the exciting improvements made since the RPIE will be reported in the next issue of Pennine News.

The Trust, with our partner organisations, commits to patients being in the right place, at the right time, always.

Membership events deliver to a variety of tastes

From food tasting to the management of persistent pain, a variety of free ‘medicine for members’ events have been held for staff, the public and Trust members over the last few months.

In October, ‘Come Dine with Us’ patient food tasting sessions were held which gave attendees the opportunity to taste hospital food and learn about how the Trust provides thousands of meals every day, ranging from gluten free to kosher and pureed food for patients who have difficulty swallowing.

One visitor said: “I found the event interesting and informative, particularly, how the hospitals manage to feed so many people every day. The choice of menus is excellent and the sample meals we tasted were very good, well-balanced and nutritious.”

With two to three events held each month on health related talks or tours of departments, other events have included:

■ A talk on pain control and how to manage chronic/persistent pain
■ An audiology open day at North Manchester General Hospital where the audiology team provided information on adult and paediatric hearing loss, balance disorders and ear infections
■ A care in the community presentation about the community health services which are provided by the Trust in North Manchester
■ An interesting and informative mortuary talk and tour was presented by Amanda Eckersley and Michelle Hoyle, the pathology and mortuary managers
■ Jackie Schofield, advanced podiatrist, gave an interesting talk ‘Keeping our communities mobile: the podiatrist’s role’, which gave members a good insight into the community podiatry service at North Manchester, including the treatments provided and the referral system.

Angela Greenwood, membership manager, said: “The ‘Medicine for Members’ events are a great opportunity for our members to learn more about the services we provide at the Trust. We always encourage members to come up with their own ideas for future events.”

Daredevil charity fundraising for NICU

NEONATAL nurse Vikki Wheeler took the plunge for charity when she abseiled 128ft down the Peel Tower in Holcombe, Bury.

Raising £75 for the Trust charity, she said: “Since qualifying as a nurse in 2010, I have had the privilege of working with neonatal babies and their families, and their courage never ceases to amaze me. We provide not just for the babies but for the whole family.

“The funds I have raised will be going to the neonatal intensive care unit (NICU) at The Royal Oldham Hospital to help with sibling and family support. There are several charities close to my heart and the decision has been hard, however because I did the abseil close to World Prematurity Day in November, which is a day of raising awareness of babies born too soon, too small or too sick, I decided to support the NICU.”
Have you been briefed?

Team Talk takes place once a month and is a way of updating you about the latest news from the Trust.

**FEB TEAM TALK**

Our CQC inspection - are you prepared?

The Care Quality Commission (CQC) has started to carry out its formal visit and inspection of our services, our hospitals and community services. This is a really important milestone for the Trust and our future. Teams of inspectors visited our wards and departments between 23-26 February across our hospital sites and will be visiting our community services from 1-3 March 2016. The Trust chief executive, Dr Gillian Fairfield, is keen that all staff see this inspection as an opportunity for our staff to show the CQC what we are proud of here at Pennine and how much we care about our work, our ward, our services and the developments we have made. Equally, as the CQC teams come and visit, we should be honest and open with them about where we need to improve and to recognise that Pennine is on a journey and we know we have more to do to be the very best we can.

Where the inspection teams can go:

- The CQC inspection teams can go anywhere and speak to anyone.
- They will be wearing a new purple coloured Pride in Pennine Trust lanyard.
- They have access to our sites and services 24/7 during the inspection.
- They are also likely to carry out an unannounced visit within two weeks of the formal visit.
- They must adhere to our Trust policies. Patient safety and patient welfare remains priority.

If the CQC arrive in your area, be sure to:

- Welcome the inspectors and introduce yourself - “Hello my name is.........”
- Ask to see their identification badges.
- Feel free and confident to talk with the inspectors. Don’t leave a patient.
- Ensure the ward manager, lead nurse or most senior member of your team is called to meet and guide the inspecting team.
- Be open, honest, polite and as helpful as you can.
- Be proud and positive of the excellent work and the things you and your team do well.
- Be ready and able.
- Be prompt and responsive – ask them to repeat a question if unclear.
- Be mindful of where you know improvements are needed and what is being done.

CQC staff focus groups for community staff

As part of its inspection, the CQC would like the opportunity to talk with staff and to hear what you think about working here. A number of staff focus sessions have also been arranged for the CQC to meet with staff during their visit. Specific sessions have been arranged for different staff groups. The Trust executive directors or senior management will not be attending these sessions.

- District nurses - 1 March at 2pm. Postgraduate Centre, NMGH
- Specialist nurses - 1 March at 3pm. Postgraduate Centre, NMGH
- Drop-in session open to all community staff who cannot attend their designated group - 2 March at 3pm. Postgraduate Centre, NMGH

Deprivation of liberty safeguards (DoLS)

As a result of a current case in the Court of Protection, it has been necessary for our Trust to review how we interpret the legislation around Deprivation of Liberty Safeguards (DoLS). Our immediate requirement is to ensure that every patient on patient watch/121 supervision/enhanced observation who lacks capacity must have a DoLS in place. Authorisations for these patients must be sought immediately. It does not matter if the patient watch is only during certain hours of the day or if the patient is settled and content with the arrangements. Information about how to seek an urgent DoLS authorisation and the necessary paperwork is provided on the safeguarding team section of the intranet.

Duty of Candour

A new stand-alone policy for Duty of Candour (D of C) EDQ025 V4 has now been developed and ratified by our Safety Committee. The Trust policy sets out the required standard of communication when patients are involved in a notifiable safety incident. This is to ensure that there is a consistent process for acknowledging, apologising and explaining when mistakes are made and that this is done in a timely and clear manner. Please familiarise yourself with this important policy and the guidance which are available on our intranet.
Team focus on Patient Advice and Liaison Service (PALS)

The 60 second interview

Sue Hill, Julia Grant, Gill Armstrong and Fiona Szlesli are PALS officers in the newly relaunched PALS service. Together they work quickly to resolve the concerns of patients and visitors to the Trust without the need to go through the formal complaint process. They also provide information about local health services and signpost people to appropriate services such as social services and patient groups. The PALS officers are based at each of the Trust’s hospitals and are part of the complaints, PALS and legal services department.

What are the highlights of your job/service?
Really making a difference to people, helping patients and their families means a great deal. It is nice to make that difference and know you have helped someone in need.

What word best describes your job/service?
Helpful.

What aspect of your job/service is the most rewarding?
Knowing that if it wasn’t for the intervention/assistance and hard work the situation would not have been improved or resolved. PALS are also responsible for passing on and logging compliments across the Trust which makes you feel proud that people are pleased with their care and treatment.

What would make your job/service better?
Quicker and more concise feedback from departments/wards.

What is the current biggest challenge in your job/to your team?
As PALS officers we need to engage with staff across the Trust and educate them as to what PALS offer. We also assist in promoting local resolution.

How has your job/service changed in the last 12 months?
We have recently undergone a re-launch of services back onto the hospital sites and a re-branding overall.

How do you see your role developing?
A key role of the PALS service will be to provide an early warning system for the Trust by monitoring trends and gaps in services and reporting these to Trust management for action. We will be more accessible to the public now that our offices have been relocated to near the main entrance receptions at the Trust hospitals.

We will be working closely with the patient experience agenda within the Trust, ensuring that we liaise with all the relevant patient groups and forums.

What don’t you like about your job/service?
At present staff simply pass on the PALS number to patients and their families. The staff need to look to resolve the query at the first point of contact through local resolution.

What is the one thing you would change about your job/service?
We have undergone major changes recently to improve the service overall, now we just need time to embed the changes and to analyse what difference PALS makes to the Trust.

A typical day

We check through any messages that have been left overnight on our answerphone and also check our emails as we can receive issues from within the Trust, but also from external organisations.

All issues are registered on a system called Safeguard which allows us to create a correspondence trail, but also look to see if there are any trends in departments or on wards.

Positive feedback is also recorded on Safeguard and the feedback is sent on to department and ward managers. The enquirer is also acknowledged for their feedback.

We can get ‘walk in’ enquirers and we try our utmost to resolve these issues whilst they are with us, if necessary, taking them back to the ward or department that the issue originated from to find a speedy resolution.

A large part of the job is taken up with feeding back responses we have received from wards or departments to enquirers. Nine times out of ten the responses are accepted and the issues closed, however there are the odd responses that require further investigation and we either have to seek a more in-depth response or forward the enquirer on to formal complaints.

We then chase responses to PALS issues from wards, departments, managers and consultants in order to feedback to the enquirer in a timely manner. We aim to resolve queries within five working days, but we try our utmost to resolve issues within the same day where possible.
THE Nursing and Midwifery Council (NMC) has introduced revalidation for all nurses and midwives.

This is designed to strengthen the three yearly registration renewal processes and increase professionalism. Revalidation builds upon the existing process of Post Registration Education and Practice (PREP) and is a continuous process that staff will engage in throughout their career.

While revalidation is the responsibility of the healthcare professional, the Trust has put together a revalidation team to provide support and guidance to staff to ensure successful revalidation.

The revalidation team will provide workshops on revalidation, reflective writing, reflective discussions, Continuing Professional Development (CPD), Confirmation and the use of the Clarity System.

Please check the nurses’ and midwifery revalidation site on the Trust intranet. The team are on hand to answer all your questions and queries around the revalidation process. The team comprises Kimberley Salmon-Jamieson, deputy chief nurse; Jane Garforth, revalidation trainer; Diana Eden–Maughan, revalidation facilitator and Ayoade Adedokun, revalidation administrator. They can be contacted on 0161 918 4244 (internal 44244) or at nhs.revalidation@pat.nhs.uk

Revalidation launches at all sites, where all staff are invited to come along and find out more about revalidation are detailed below.

Nursing and midwifery revalidation launch

LIKE other NHS Trusts across the country, we know that the Trust needs to transform our services, develop new models of care, and find different ways of providing services with our health partners to become clinically and financially sustainable for the future and to meet the needs of our patients and the communities we serve.

Our Transformation Map published and revised last year sets out the Trust’s vision for the next five years. As part of our transformation programme, we are developing a clinical services strategy which is looking at future plans for our hospitals and services. This will be supported by an estates strategy for each site. Finalised plans will be consistent with the Healthier Together programme where The Royal Oldham Hospital will become one of four specialist sites for specialist emergency abdominal surgery and also in the context of integration and devolution of health and social care across Greater Manchester (known as ‘GM Devo’).

Any proposals to change services will be the subject of public consultation which will be led by our four local NHS CCG commissioners later this year.

We are now at the stage where we will start to discuss and share our clinical and financial case for change with our staff and our public.

Our clinical services transformation journey and quality improvement work and the plans for wider engagement are set on a number of key principles, including:

1) To improve and maintain quality
2) To improve patient outcomes
3) To increase standardisation and reduce variation
4) To increase specialisation and consolidation
5) To increase efficiency, reduce waste and secure best value
6) To increase use of technology to support and enhance clinical services
7) To maximise opportunities to move inpatients to day cases to out-of-hospital care in community settings
8) To adopt new ways of working
9) To increase integrated and partnership working
10) To build on the proposals set out under Healthier Together.
FOLLOWING the success of last year's art competition for Dying Matters awareness week, we are asking for employees or their families/friends to get creative for our Pennine Presents Gallery Exhibition.

The theme of the exhibition will be Dying Matters to coincide with Dying Matters week during 9 to 15 May 2015.

The work can take any form - painting, drawing, poetry, short stories, ceramics, graphic design, print, photography, sculpture, glass, textile, or any form of handmade craft, basically anything goes. The only criteria is that it follows the brief of Dying Matters whether that interpretation is literally or emotionally. It can be memories of a loved one, an experience, a feeling or a story.

The exhibition will be displayed between 10.30am and 2.30pm at:

- Rochdale Infirmary - Mon 9 May - Atrium, Rochdale Infirmary
- North Manchester General - Weds 11 May - outside Gallery restaurant
- The Royal Oldham - Fri 13 May - at the back of the Café Royal
- "Patient stories"

We ask that during this week staff drop in to one of the venues to view the exhibition and vote for their winner by placing the name of their favourite piece of work in to a ballot box. Works will be featured in Pennine News and the winning piece will receive a special feature along with a £50 Amazon voucher.

If you do vote for a piece of artwork, there is the chance that you could win a £25 Amazon voucher.

To submit a piece of work for the Pennine Presents Exhibition please complete an exhibitor’s form which can be found on the end of life care Trust intranet page found at: Trust Intranet/Clinical Departments/End of Life Care/Dying Matters/Exhibitor’s Form 2016. On your exhibitor’s form please state the title of your piece and brief description of why you have created it, its meaning to you or what it represents. Closing date for entries is 25 April.

Information for where to drop off your artwork can be found on the end of life care page on the intranet.

The key messages around Dying Matters Awareness Week are:

- People deserve to die well.
- Dying well is more likely to be achieved by talking about it early on.
- Not talking about someone’s wishes towards the end of their life with friends, family and loved ones can mean that they may not get what they want, or die where they want. They may not have expressed their wishes about their care or funeral, or have made a will. They may simply not have said what they wanted to say.
- Talking about death doesn’t bring it nearer. Talking about dying makes it more likely that people will die as they might have wished. Knowing loved ones have died where they wanted to and had the funeral they would have wished can bring enormous comfort to those left behind.
- Talking about dying and death is something people understandably feel uncomfortable about, but we all live and we all die, and life is something to be celebrated through to death.

Patient stories

THE Trust has produced its first collection of patient stories in a booklet format.

They are a series of experiences from patients and their carers who have received high quality care and treatment from our staff across a range of our services, in hospital and out in the community.

The Trust’s goal is to ensure that patients receive the best possible care and experience when they use our services. It is, therefore, so important that we listen to what our patients and their families are saying about us, and that we continue to work hard to gather and act upon feedback.

As part of our continuous learning, it is important we share and celebrate the quality of our staff and share some of the positive experiences of our patients.

Thank you to all of the patients and carers who kindly shared their stories with us, and to our staff who, with their skill, commitment and professionalism, made it possible.

The booklet can be downloaded from the Trust website under the patients and visitors’ section.
People

Farewell to John Jesky

THE Trust has said a fond farewell to chairman John Jesky when his term of office ended at the end of February.

As chairman of Pennine Acute for ten years, John saw significant change in the Trust during his tenure.

He was recognised for his ten years of service at the Trust staff awards, where chief executive, Dr Gillian Fairfield, presented him with a plaque to commemorate his service (pictured).

John said: “It has been a privilege to chair the Trust for the last 10 years, to work with so many skilled, professional and dedicated staff and to meet so many volunteers and fundraisers who give so much of their own time to benefit others. I have had the opportunity to serve alongside many highly committed colleagues over the years and I hope that we have, in many ways, improved the services and care provided to local people. With thanks, kind regards and best wishes.”

Recognising the long NHS service of staff

STAFF who have completed 25 years NHS service have been recognised at special long service award events.

Each site hosted an event where staff enjoyed a buffet lunch and were presented with their certificates.

The long service award scheme is available to all staff within the Trust who have attained 25 years (or more) total service in the NHS. The scheme recognises all service, except casual work in the NHS. You must be working at Pennine Acute Hospitals Trust when the 25 year mark is reached. If you have had a break in service, it is possible that all separate periods of employment may be aggregated for qualification purposes.

Eligible staff will receive a long service certificate and Capital Bonds to the value of £250.

If you think that you might be eligible for a long service award, please contact Jackie Livesey on 44311 or email Jackie.Livesey@pat.nhs.uk and she will forward you the necessary paperwork.

Pictured top left - Rochdale (LtoR) Diane Whetham, Lindsey Weston, Julie Clark, Julie Jackson and presenting the certificates Steve Taylor, divisional director of integrated and community services.


Bottom left - North Manchester (LtoR) Debra Irvine, John Bevans, Zahra Nayab, Lisa Campbell, Kate Maccarron, Anthony Jackson, Jo Wood, Jayne Dodd, Nageena Aslam, Sylvia Grimshaw, Catherine McLaughlin, Suzanne Eccles, Sharron Entwistle, Angela Ward, Helen Hindle and presenting the certificates Nick Hayes, deputy director of workforce.

Bottom right - Fairfield (LtoR) Alison Unsworth, Kathryn Pizzey, Pamela Weatherby, John Wilkes, director of support services presenting the certificates, Gillian Fogarty and Dawn Murray.
40 year's service celebration for staff

JON Lenney and Hugh Mullen welcomed staff to Blackley Golf Club as the Trust held its annual ceremony to recognise staff who have achieved 40 year’s service in the NHS.

Jon Lenney, director of workforce and organisational development, introduced the event and thanked staff for their continued commitment to the NHS over the past four decades and Hugh Mullen, director of operations, presented certificates to those attending. Members of staff were invited to bring a guest to the event and after the presentations, an informal meal was provided with the opportunity to network with friends and colleagues from the past and present.

Prior to the evening, staff were asked to share their memories of the NHS and a booklet of these was produced and given to those receiving the award to mark the occasion. This provided an interesting insight into what the NHS was like in the not too distant past and included memories of a consultant after a ward round sitting in the sister’s office with his pipe and a double whiskey; nurses wearing aprons, caps and cuffs; wheels on beds and pillow case openings all having to face the same way down the ward; the birth of the first test tube baby, Louise Brown, at the then Boundary Park Hospital in Oldham; wards cooking their own turkeys at Christmas and carrying the lighted Christmas pudding down the ward.

A total of 27 certificates have been presented in 2015 to staff achieving 40 year’s service: Bernadette Armstrong, senior ward manager – NMGH; Marie Ashburner, rheumatology nurse – R; Susan Ashworth, healthcare assistant – NMGH; Jane Barrow, staff nurse – NMGH; Lena Burke, healthcare assistant – NMGH; Rosemary Burns, midwife – NMGH; Ann Burns, midwife – NMGH; Gillian Catlow, audiology & orthoptics manager – NMGH; Rita Coverdale, administrative officer – NMGH; Pamela Davies, healthcare assistant – NMGH; Jacqueline Dawson, staff nurse – FGH; Julie Dorman, staff nurse – Cornerstones HC; Marion Ferns, staff nurse – NMGH; Evelyn Hart, staff nurse – NMGH; Mary Hastings, staff nurse – NMGH; Barry Hilton, maintenance technician – TROH; Janet James, nurse navigator – NMGH; Ian Leigh, chef – TROH; Kathleen Leighton, directorate manager – FGH; Neil McAuley, biomedical scientist – TROH; Paul Nicholson, engineer – NMGH; Margaret Scott, healthcare assistant – NMGH; Caroline Stevenson, senior radiographer – TROH; Mary Varey, staff nurse – NMGH; Anthony Ward, payroll accounts manager – NMGH; Anne Woods, sister – FGH; Sylvia Woolley, theatre practitioner - TROH.

This is an annual event and the next will be held this year to recognise staff who will achieve 40 years service in 2016. If you think that you have achieved 40 years service: Bernadette Armstrong, senior ward manager – NMGH; Marie Ashburner, rheumatology nurse – R; Susan Ashworth, healthcare assistant – NMGH; Jane Barrow, staff nurse – NMGH; Lena Burke, healthcare assistant – NMGH; Rosemary Burns, midwife – NMGH; Ann Burns, midwife – NMGH; Gillian Catlow, audiology & orthoptics manager – NMGH; Rita Coverdale, administrative officer – NMGH; Pamela Davies, healthcare assistant – NMGH; Jacqueline Dawson, staff nurse – FGH; Julie Dorman, staff nurse – Cornerstones HC; Marion Ferns, staff nurse – NMGH; Evelyn Hart, staff nurse – NMGH; Mary Hastings, staff nurse – NMGH; Barry Hilton, maintenance technician – TROH; Janet James, nurse navigator – NMGH; Ian Leigh, chef – TROH; Kathleen Leighton, directorate manager – FGH; Neil McAuley, biomedical scientist – TROH; Paul Nicholson, engineer – NMGH; Margaret Scott, healthcare assistant – NMGH; Caroline Stevenson, senior radiographer – TROH; Mary Varey, staff nurse – NMGH; Anthony Ward, payroll accounts manager – NMGH; Anne Woods, sister – FGH; Sylvia Woolley, theatre practitioner - TROH.

This is an annual event and the next will be held this year to recognise staff who will achieve 40 years service in 2016. If you think that you have achieved 40 years service and have a start date of 1976 or before please contact Jackie Livesey on 44311 or e-mail Jackie.Livesey@pat.nhs.uk and she will ensure that you receive an invite to the event.

Thought for the month

by Rabbi Tony Walker

Holocaust memorial day (HMD) was celebrated internationally on 27 January and has been so since 2005 when a special session of the United Nations’ General Assembly was held, marking the 60th anniversary of the liberation of Auschwitz-Birkenau, the largest Nazi concentration and death camp.

The day commemorates the genocide of six million Jews including almost two million children, two million Romani people and a quarter of a million mentally and physically disabled people. It provides an opportunity for everyone to learn lessons from the holocaust, Nazi persecution and the subsequent genocides in Rwanda, Darfur, Cambodia and Bosnia and apply them to the present day to create a safer, better future.

On HMD we honour the survivors of these regimes and recognise that genocide doesn’t just take place on its own, it’s a steady process that can begin if discrimination, racism and hatred are not checked and prevented. We’re fortunate here in the UK of not being in danger of genocide. However, discrimination and racism has not ended, nor has the language of hatred and so we must try to look on this day to prevent a worldwide recurrence of genocide.

Hatred, racism and discrimination only flourish if we stand idly by and do not take action as individuals. The real demonstration that HMD has taught us, is when we make the effort to curb our own use of discriminatory words and behaviour and more importantly when we stand up to others acting in a racist way. Racism is the tool of the bully. All it takes is one person to stand up to the bully and you can be that one person.

I and members of the multi faith spiritual care team took part in Holocaust Memorial Day services throughout the region standing with survivors, listening to their stories, standing united against racism.

Diary dates

9 March - Asthma event. 2pm to 3pm, North Manchester General Hospital

4 April - Joint vascular dementia talk. 2pm to 3pm, Fairfield General Hospital

19 April - Stroke talk. 2pm to 3pm, The Royal Oldham Hospital
Staff celebrate their educational achievements in Trust wide ceremony

People

14 March 2016

Staff members from all sites gathered at Fairfield Education Centre to celebrate their educational achievements.

The event, held annually and chaired by John Jesky, chairman, and attended by Diana Finlayson, assistant director of L&D and head of learning Lynda Spaven, is to recognise the hard work and dedication of learners who have completed a nationally accredited award during the previous 12 months.

The variety of awards presented not only reflected the wealth of educational opportunities available at Pennine but also acknowledged the huge contribution that staff make to improve patient care by committing their time to enhance their skills.

Since the last award ceremony in October 2014 the Trust has supported over 350 staff from the Trust and partner organisations, to complete learning programmes. The Trust continues to be in a period of substantial change and relies on the knowledge and skills of its staff in meeting the challenges that this presents. The Trust is committed to the development of its workforce to ensure that staff feel equipped with both knowledge and skills to carry out their roles with confidence, and meet the needs of the modern NHS.

The Health Education North West Trust apprentice of the year was awarded to Jessica Chadwick, who is based in the central bank at The Royal Oldham Hospital. Jessica was nominated by her assessor for the award because of her commitment to improving the service provided by the central bank. She was also commended for reflecting upon her learning experience and identifying how she had developed whilst undertaking her apprenticeship in business administration, and for clearly displaying the Trust values in all aspects of her work.

John Jesky said: “I am both proud and honoured to be here recognising the success of so many of you. Your efforts and achievements undoubtedly make an important difference to the patient experience and service delivery. Accredited programmes and qualifications are a serious commitment for individuals, and require motivation, drive and ambition to complete. For this, on behalf of the Trust, I thank you all for showing this determination to undertake and complete your qualifications.”
Pride in Pennine: Healthy, Happy, Here
Providing support to lead a healthy lifestyle

FOLLOWING the outcome of the chief executive’s challenge last year and the Healthy, Happy, Here implementation plan, work has been continuing with the health and wellbeing work stream. This includes fitness classes and physical activity programmes.

■ Zumba fitness programme
Following the success of an eight week zumba pilot fitness programme in 2015, the classes have been rolled out from January 2016 at NMGH, TROH and FGH. For more information visit the health & wellbeing intranet pages (search zumba).

Additionally discussions are taking place to hold a similar dance class on the RI site through Link4Life.

■ I Will If You Will
The Trust has now signed up to be a proud partner with the 'I Will If You Will' team (IWIYW). This will provide easily accessible fitness programmes for staff and incentives (IWIYW). This will provide easily accessible health and wellbeing benefits associated with mindfulness including managing stress, depression, chronic illness and pain. In addition, mindfulness practices can also help to build resilience, compassion, leadership capability and improve performance.

The Trust held two successful taster workshops in January 2016. A total of 33 staff attended the workshops with very positive feedback received.

A four session, over eight weeks, mindfulness course for up to 20 staff starts in March 2016.

In order to build sustainability the option of training our own in-house mindfulness trainers through an accredited programme is being considered.

For more information on mindfulness visit the health & wellbeing intranet pages (search mindfulness).

■ Corporate gym membership
This is available through Link4Life for Rochdale, Middleton, Heywood and Littleborough. For further information visit the Trust health and wellbeing pages (search corporate gym membership) or see below. Further work is being undertaken to provide corporate gym memberships in other local areas.

■ Rock Choir
The Trust Rock Choir was first established in early 2014 and commenced a new 10 week term in January 2016. For further information visit the health and wellbeing pages (search rock choir).

■ Mindfulness for staff
Evidence shows that there are many health and wellbeing benefits associated with mindfulness including managing stress, depression, chronic illness and pain. In addition, mindfulness practices can also help to build resilience, compassion, leadership capability and improve performance.

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In order to build sustainability the option of training our own in-house mindfulness trainers through an accredited programme is being considered.

For more information on mindfulness visit the health & wellbeing intranet pages (search mindfulness).

■ Link4Life Corporate Gym Membership
(Heywood, Littleborough, Middleton and Rochdale)

Pennine Acute Hospitals NHS Trust corporate membership is now available for Monday to Sunday during normal opening times - £28 a month

Discount also available on peak membership if there are at least five members.

Please contact Caroline Garside, Membership Consultant, Sports & Leisure for further details on 07811 366253 or via email at: caroline.garside@link4life.org

Additionally, the gym joining fee will be waived for six months until July 2016. So don’t delay, sign up with a colleague today.

For more information on the Link4Life fitness centres visit: http://www.link4life.org/services/fitness-membership/fitness-centres

Are you up for the Wellbeing Challenge?

THE Pennine Acute Hospitals NHS Trust is working with The Wellbeing Challenge to encourage staff to improve their health and wellbeing.

The Wellbeing Challenge is a fun, engaging lifestyle programme that focuses on different aspects of wellbeing via a dynamic online platform. It encourages staff to increase their physical activity levels through fun short and long term challenges.

Anyone can participate regardless of fitness level, physical ability or experience.

Staff can walk, run, cycle, swim or take part in any physical activity to help them meet the Chief Medical Officer’s guidelines of 150 minutes of moderate physical activity per week (that’s only 30 minutes a day for five days). For more information on the guidelines visit the healthy lifestyle pages of the Trust intranet.

Every registration / participation counts. The fun challenges are free to enter, simple to do and you could win a great prize, but hurry before they close! Visit the link to register: http://gettoaga.com/trust-selection/

Don’t forget to select Pennine Acute Hospitals NHS Trust when registering.

Any data you provide as part of the challenge is used to calculate your progress. The Wellbeing Challenge do not share any personal data with the Trust or any other third parties.
**Staff noticeboard**

**Farewell to Sue**

**FRIENDS** and colleagues are saying farewell to Sue Crossland, nurse practitioner in GUM at North Manchester.

Sue is retiring after spending 24 years in the NHS and is looking forward to spending more time with her husband David, who retired from the transport department at North Manchester recently.

She plans to start keeping chickens and continue enjoying her grandchildren.

All the best for a long and happy retirement from everyone in the GUM clinic at North Manchester.

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**Well done**

**CONGRATULATIONS** to Paula Gwilt who has passed her final assignment and achieved a degree in perioperative practice from Edge Hill University.

Well done and love from all your colleagues in recovery at Rochdale Infirmary.

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**All change on CCU**

SAD farewells have been said to Sr Val Taylor and Claire Richards from CCU at North Manchester. Both members of staff are off to pastures new and their friends and colleagues say that they will miss them so much, but wish them all the best. They will leave a big gap which will be difficult to fill.

Sr Washington will be staying on the ward and her work colleagues hope that she will enjoy more leisure time now that she has reduced her working hours.

Sr Bev Pickup will change her role after many years as ward manager. All her friends and colleagues would like to give her their heartfelt thanks and appreciation for her unwavering support and encouragement she has given over the years. She is highly respected by staff and patients and is described as a diamond and one in a million.

Thank you to all the staff mentioned above for making CCU such a wonderful place to work whilst providing exceptional care to our patients.

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**Stephen beats them all in award scheme**

STAFF in phase one theatres at The Royal Oldham would like to congratulate Stephen Adams, ATP, for being nominated as their employee of the year for 2015.

Comments that were said about Stephen included: a brilliant mentor; patient and friendly; a pleasure to work with; a team member; a very good people person and always happy to help.

Stephen is pictured with Kath Ashworth, team manager, who organises the theatre employee of the month and year awards. He won £250.

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**More time with family beckons**

**FINANCE** staff said farewell to Sue Hamilton in January.

Working for the NHS for 28 years, with the last 13 years at Pennine Acute within accounts receivable and cash management, Sue has now left the Trust.

She will be greatly missed by all in the finance department, especially for her quietly spoken manner.

Sue will be spending more time with her family and maintaining her sun tan with her trips abroad!