New bereavement centre opens at North Manchester General Hospital
New interventional day case unit to be developed at The Royal Oldham

A NEW radiology interventional day case unit has been given the go-ahead to be developed at The Royal Oldham Hospital.

Building work has already started on the new development as it will be incorporated within the CT accommodation which is currently being extended/progressed on the hospital site.

The new five-bedded radiology day case unit will provide the facility to admit 15 patients per week under the care of the radiology department. They will have their interventional procedures on the unit, be monitored and be able to be sent home on the same day. Three beds will be used for day case patients and the remaining two for the short stay monitoring of patients waiting to go back onto a ward for non day case procedures.

The development will benefit other parts of the hospital too by releasing beds on wards that would have previously been used for patients needing various treatments such as biopsies, vascular angioplasties and stents.

Paul Barker, senior directorate manager, directorate of radiology and neurophysiology, said: “The new unit will be a fantastic addition to the service that we offer at the hospital as it will help to reduce cancelled operations. Previously around 15 patients per calendar month would have to be cancelled due to beds being unavailable on the day. This often means that the patients come into hospital, wait for a bed to become available and then if one isn’t found, they are sent home the same day without their procedure being completed. Once the interventional day case unit is fully operational, patients will be admitted directly under the radiology department using ring-fenced day case beds.”

It is expected that around 780 patients will use the unit every year when it opens in the early autumn.
Group response to Manchester Arena incident

MANY of our staff, both clinical and non-clinical, working across our hospitals at North Manchester, Royal Oldham, Fairfield and Salford Royal were involved in treating a large number of casualties brought in by ambulance and also those who self-presented following the incident at the Manchester Arena on the evening of Monday 22 May, as part of a Greater Manchester major emergency response.

In total, as a Group around 50 patients were brought to our A&E departments for treatment, 20 of which were admitted to our hospitals.

Other departments across our sites have been, and will continue to be, involved in the care of those patients from the incident for many weeks to come.

Every member of staff, whether frontline, or providing support, or in back office services will have been involved or touched by what happened.

Everyone played their part to ensure all of our services managed to continue to run as normal during and after this major incident. Many colleagues across all departments helped create capacity, helped discharge patients from wards, and covered for colleagues.

Chief executive, Sir David Dalton, sent a message to all staff on behalf of the Group Board and executive team and leadership teams of each of our four Care Organisations thanking staff for their tremendous hard work, professionalism and response to the Manchester incident. The message can be found on our intranet.

A number of staff across three of our sites had the opportunity to meet with the Mayor of Greater Manchester Andy Burnham (pictured right at NMGH’s A&E department) and the Health Secretary Jeremy Hunt during their visit to North Manchester, Royal Oldham and Salford Royal after the incident.

Both wanted to meet and thank staff personally, in particular a number of staff and departments who have been heavily involved in caring for patients and relatives from the incident including our A&E staff, AMU staff, theatre staff, critical care staff, orthopaedic ward staff, mortuary staff, and our bereavement nurses.

The Secretary of State Jeremy Hunt said: “During my visit to The Royal Oldham Hospital, North Manchester General Hospital and Salford Royal, I heard countless stories which show that there’s no such thing as ‘just a job’ in the NHS. And I think really it’s the finest of humanity in the darkest of times, and I want you to know that the whole country is grateful for the work you are doing, and will continue to do, with families whose lives have been shattered and changed forever by those terrible events, even if life has started to go back to normal for all of us.

“On behalf of the whole country I want to thank all of you - we are so proud of what you’ve done.”

In the media spotlight

THANKS to a number of our staff who talked to the media following carefully arranged TV and press interviews after the Incident at the Manchester Arena.

They spoke about what happened on the night and how staff responded and worked together, and how services coped in the aftermath.

Pictured far right is an interview taking place with Granada Reports in Oldham’s A&E department with clinical director Dr Suresh Chandran and consultant in emergency medicine Jim McCahill.

Pictured right, left to right are, staff nurse Naomi Hamson, Sr Louise McMahon, healthcare assistant Maggie Danagher, clinical matron Lisa Forshaw and clinical director and consultant trauma and orthopaedic surgeon Mr Aqeel Bhutta in North Manchester’s A&E department.
National Nurses’ Day - a chance to say thank you

NURSES from across all the Trust’s Care Organisations came together to celebrate National Nurses’ Day on 12 May. The day is marked every year on the anniversary of Florence Nightingale’s birth.

With events ranging from pamper sessions to quizzes and raffles, everyone got involved in the celebratory day with the theme of ‘Who is your nursing hero?’ A video was also produced to recognise and say thank you to the 7,000 plus nurses, midwives and support staff who work across our Care Organisations at PAT and at Salford Royal, who care and nurse our patients across a population of around 1m. In the video, chief executive Sir David Dalton and chief nurse Elaine Inglesby-Burke are joined by the directors of nursing from each Care Organisation to say thank you to all our staff who work so hard, day in day out, around the clock, to deliver on our promise of Saving Lives, Improving Lives.

Oldham Care Organisation
Staff were invited to join nurses at The Royal Oldham Hospital as they celebrated Nurses’ Day. Market stalls commending nursing and midwifery in Oldham were put up on the main corridor and members of the management team and senior nurses undertook a walkabout around the site meeting staff and patients.

The damp weather put paid to a party being held in the dementia garden on ward G1, but staff enjoyed quizzes and raffles throughout the day with lots of prizes up for grabs!

North Manchester Care Organisation
Nurses at the North Manchester Care Organisation cast their votes and selected a nurse from each division and an overall winner to be the Care Organisation’s ‘Nurse Heroes,’ on the celebratory day. The winners were:
- Community and overall winner: Soriya Parker, late call district nurse night service
- Medicine winner – Lindsey Clark, ward J3/4
- Surgery winner – Helen Kaufman, STU

Nursing staff across the site were also given goodie bags and a market stall celebrating nursing and midwifery was held in the gallery restaurant.

Bury and Rochdale Care Organisation
Bury and Rochdale didn’t just celebrate one day of international nursing, they went for a whole week of events!

At Fairfield, students from Bury College offered free manicures, pedicures and other beauty treatments to nurses during their breaks. A free raffle draw was held with prizes including a Next voucher, pedicure and spa pack goodies.

Ward 20 won the best ward/unit display for their innovative tree and branching out which encouraged all nurses to draw around their hand, cut it out and write how many years they had worked in the NHS, before placing it on the tree.

Rochdale nurses were treated to a pamper session provided by Rochdale’s Beauty Boutique and were given gift bags which contained kitkats donated by Nestle and tea, coffee and sugar sticks donated by catering companies. The gift bags were made up by the Trust’s healthcare apprentices with the message ‘A heartfelt thank you for all you do, have a break on us.’

The outpatient department team won the competition for the best display on the services they provide and site matron Lou Harkness-Hudson and Karen Archibald, Wolstenholme IMC unit manager toured the site wearing old nursing capes. They got staff to sign an apron saying when they started their nurse training and Karen plans to embroider the apron and get it framed to be displayed on the hospital site. Thanks go to Sr Angela Creighton who sourced lots of free gifts and donations for a free prize draw for all nurses. Prizes included gym membership and shopping vouchers.
New bereavement centre opens at North Manchester during Dying Matters Awareness Week

A BRAND new Bereavement Centre opened at North Manchester General Hospital during Dying Matters Awareness Week, which ran from 8 to 14 May 2017.

The ‘Swan Suite’ Bereavement Centre’s opening event was attended by Trust chairman Jim Potter, chief executive Sir David Dalton, chief nurse Elaine Inglesby-Burke CBE, senior coroner Nigel Meadows, and Fiona Murphy MBE, associate director of nursing at the Trust, and founder of the national SWAN end of life care model, which is present in 47 Trusts up and down the country.

The Swan Suite at North Manchester is the first of four new Bereavement Centres which are being opened at the Trust. The others will be located at The Royal Oldham Hospital, Fairfield General Hospital and Rochdale Infirmary.

Prior to the new centre opening at North Manchester the Trust did not have a dedicated bereavement service and all bereavement issues were handled through the General Office. The new centre will greatly improve the experience of patients and families following the death of a loved one.

Fiona Murphy MBE, associate director of nursing at the Trust said: “I am really excited and proud to open this new Swan Suite Bereavement Centre at North Manchester General Hospital. A great many staff across the Trust from porters, to nurses, to managers, have all gone above and beyond the call of duty to make sure this vitally important service could get up and running as soon as possible. I know that the centre will have a huge impact on the service and support given to those that have lost a loved one at North Manchester.”

The Swan Suite Bereavement Centre is located opposite the General Office on the main corridor in the Quad area at the hospital. The centre is staffed by a fully trained bereavement specialist nurse and there are plans to recruit a children and families’ bereavement trainer.

Each Bereavement Centre will offer the following services:

- The provision of bereavement support to patients and families when death is expected, as well as when death is unexpected
- Compassionate care every time for patients and their families
- Equitable care to every patient regardless of place of death
- Families will get offered the choice for momentos from their loved one, which will include hand, footprints and locks of hair
- All families will receive the correct information about care after death and receive a follow up call as appropriate from the bereavement specialist nurse
- Bereavement resources for staff to access 24 hours a day, seven days a week for patients and families, for example z-beds for relatives to stay overnight, memory boxes, and wedding, birthday, celebration, spiritual care resource boxes.

In addition to these services the Trust will hold monthly bereavement study days for all staff members involved in the delivery of end of life care (EoLC) and bereavement. The bereavement specialist nurses will also offer real time coaching to staff working within EoLC/bereavement to up skill the workforce.

Trust receives cuddle cot donations from 4Louis charity

THE Trust’s end of life and bereavement care team and children’s A&E team at NMGH have recently been presented with cuddle cots.

The cots were generously donated by Terrie-Ann and Dan Wright who donated in their baby Jack’s name as he was sadly stillborn last October, and by Robbie McGurrell and his partner Yasmin Corrigan on behalf of the charity 4Louis.

Robbie is Louis’s uncle, (Louis died stillborn on 10 December 2009). His parents Kirsty and Michael set up the registered charity 4Louis to offer support to families and provide keepsakes to hospitals across the UK, free of charge.

A cuddle cot (also known as a cold cot) is a specialised piece of equipment designed to keep baby cool to allow parents to spend up to 72 hours with baby. They are designed to fit in to a Moses basket to keep the environment homely at such a traumatic time. All 4Louis cuddle cots have been donated in memory of babies whose families have raised the funds to cover the cost.

4Louis also kindly provides the Trust with memory boxes for stillbirth, neo-natal, infant and child loss (including specially adapted boxes for early miscarriages, twins and boxes designed for children 5-16 years). Each memory box contains a clay impression kit, to capture an impression of hands and feet; two teddies, one for baby/child and one for the family, along with other items to help capture lasting memories. These include a candle for a special occasion where the family may want to light it, a card so the family can write a poem or letter to baby/child, and an acknowledgement of life certificate to name just a few of the items. Each box costs around £30 to assemble and are provided to the Trust free of charge to help make a devastating experience a little more bearable by letting families know they are not alone.

Alice Davies, Macmillan palliative, end of life care and bereavement lead nurse, said: “Pennine Acute Trust would like to say a HUGE thank you to baby Jack and his parents Terrie-Ann and Dan Wright, baby Louis and his parents Kirsty and Michael, Robbie, Yasmin, Victoria Usher, events manager at 4Louis and everyone else at 4Louis for such a kind and generous donation. We are sure that the cots will provide families precious and irreplaceable time with their sleeping beautiful babies.”

Pictured L-R Milly Cook, end of life and bereavement specialist nurse, Terri-Ann Wright, Dan Wright, Yasmin Corrigan, Robbie McGurrell and Alice Davies, Macmillan palliative, end of life care and bereavement lead nurse.
A NEW core group of midwives have heralded a name change for a maternity service at North Manchester General Hospital.

The maternity assessment unit has been renamed maternity triage in a reflection of the care that is undertaken there and in an attempt to avoid confusion with other hospital departments.

Hayley Munford, manager of maternity triage, said: “When the unit was previously known as the maternity assessment unit we were quite often confused with the medical assessment unit and acute medical unit. We therefore decided to change the name of the unit to ensure that patients coming into the hospital would not be confused with other departments.

“Maternity triage also accurately reflects the service which the department provides. The ward is an emergency assessment unit that provides a ‘drop in’ throughout the whole continuum of pregnancy and up to 28 days post delivery. Women can feel reassured that they can self-refer to the unit with any complication or issues of pregnancy and be triaged quickly and efficiently by a midwife and then reviewed by a doctor if necessary.”

Open 24 hours a day, seven days a week, maternity triage is a busy unit which sees a wide variety of ladies including those referred in via community midwives if they have raised blood pressure; ladies who have not felt many fetal movements and those who think that they might be in labour.

They are now seen by a core team of midwives who work on the unit, rather than midwives who rotate onto the unit from other maternity services within the hospital.

Hayley added: “The new core team of nine midwives will ensure consistency and maximise the safety of the women attending the unit. There will always be one member of the core team covering every shift on the unit. They are a highly skilled and specialised team who will ensure that triage runs efficiently and reduces waiting and review times for ladies attending the unit. We are also looking to recruit a core team of healthcare assistants onto the unit to assist the midwives.”

Lynsay Ruddell, core midwife said: “Triage is a high risk fast paced area. Having a core team will make us experts in our area, meaning we can standardise care, reduce waiting times and enhance the overall experience of the women accessing our services. In addition, midwives that are rotating to the area feel much more supported with us in post, and morale has been boosted for all the team!”

The antenatal day unit (ANDU) which is led by a midwife works alongside the triage and reviews ladies for blood pressure monitoring, blood results, fetal heart rate monitoring and emergency scans from Monday to Friday.

A ‘rebirth’ of department as maternity assessment changes to maternity triage

Midwives celebrated at international day

NEW mum Victoria Benjamin from Salford and her daughter Ava got a surprise gift on 5 May 2017 to celebrate International Day of the Midwife.

Victoria and Ava were randomly chosen to receive a ‘nappy’ cake whilst being cared for on the postnatal ward at North Manchester General Hospital.

All babies born on the special day within North Manchester General Hospital and The Royal Oldham Hospital received a handmade knitted hat.

Midwives and maternity staff at the Trust celebrated the day by hosting tea and cake parties within maternity areas.

New mum Victoria said: “I have been made to feel so welcome here on the postnatal ward, and the midwives are so supportive.”

International day of the midwife is celebrated each year on 5 May. This year’s theme was ‘Midwives, mothers and families: Partners for life’ which aimed to show that midwives understand that by working in partnership with women and their families that they can support them to make better decisions about what they need to have a safe and fulfilling birth.

The Trust employs in excess of 400 midwives at North Manchester, The Royal Oldham Hospital, Rochdale Infirmary and Fairfield General Hospital. Over £1.5m has been invested by Pennine Acute Trust to support staff and strengthen maternity services as part of the Trust’s Improvement Plan. Since April 2016, 58 new midwives have started in post across the Trust’s two maternity units.

Last year midwives working across the Trust helped pregnant women give birth to 9,785 babies.

Julie Hempstock, deputy divisional director of midwifery, said: “From its launch 14 years ago, the International Day of the Midwife is about recognising the role of the midwife, both individually and as part of the wider team to ensure women and their families receive quality care delivered with compassion, dignity and respect throughout the continuum of their pregnancy, labour and postnatal period. It is our opportunity to celebrate and be proud of the work we do each and every day.”

Catrena Fryar, who has been a midwife for 20 years, said: “For me it is being part of a special relationship and involvement in the most precious time in a woman’s life. Being there when a woman becomes a mother is the most incredible and indescribable feeling, one which makes me privileged to be a midwife each and every day.”

Helen Howard, director of midwifery at Pennine Acute, supported the event and commented: “This is an opportunity to be proud of the support provided by midwives to the women and families in our care. I am extremely proud of the midwives at Pennine Acute NHS Trust and it is my pleasure to be celebrating International Day of the Midwife with them.”
A new video has been produced for staff to improve the detection of Clostridium Difficile (C. Diff) by using the SIGHT acronym to risk assess patients. The video is available on our infection prevention and control intranet page and also through our YouTube channel.

Dr Brookes is asking all healthcare professionals across all Care Organisations to watch the video and implement this practice in their own clinical area.

**GROUP Chief Medical Officer, Dr Chris Brookes, is committed to reducing harm to patients from healthcare acquired infections including C. Diff and MRSA.**

He has made clear infection prevention and control is everyone’s responsibility and this is his number one priority to support patient safety and in providing reliable high quality care.

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Dr Brookes is asking all healthcare professionals across all Care Organisations to watch the video and implement this practice in their own clinical area.

**Dr Chris Brookes said: “I’m passionate about high quality care and making sure our patients get high quality care every time, on every occasion. How you as healthcare professionals can make a difference is by paying special attention to infection control.”**

Claire Chadwick, head of infection prevention and control, said: “C.Diff is a severely debilitating and often life-threatening disease. It is often associated with the use of antibiotics in hospital or the community. The acronym SIGHT is a recommended action tool by the Department of Health and Public Health England, for staff to use in risk assessing a patient who has diarrhoea from an unknown cause.”

The Trust’s new antibiotic policy can also be found on our intranet via the homepage and infection prevention pages.

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**Rochdale and Oldham staff praised for saving Aaron’s life**

A COUPLE from Littleborough have praised staff at Rochdale Infirmary and The Royal Oldham Hospital for their professionalism in saving their son’s life after he was taken into hospital suffering from viral meningitis and sepsis.

Six-year-old Aaron Wells-McCoile was taken to the Urgent Care Centre at Rochdale Infirmary after being ill for around a week. Mum Chrissie who works in the outpatients café at the Infirmary said: “I just knew that something wasn’t right with him and so my husband Lee and I took him to the UCC. Following triage we were taken into a cubicle and a doctor joined us. I asked him if he had meningitis and the doctor put his hand on my shoulder and said yes. He was so reassuring and told us not to worry.”

Dad Lee who is a catering assistant at the Infirmary added: “Within seconds another doctor came in and said that’s it with the doctor talk, I am going to speak to you as a parent now so that you understand what is going on.”

“Aaron and his parents were then transferred by ambulance to The Royal Oldham Hospital where again the staff were described by Chrissie and Lee as “awesome.”

Chrissie continued: “We saw how much pressure the A&E staff were under but they worked tirelessly and their teamwork and moral was fantastic. Aaron spent four days on the children’s ward at The Royal Oldham and all the staff were a credit to the organisation as they were simply outstanding.

“We would like to thank all the staff involved for saving our son’s life. We were blown away with the level of professionalism we encountered and the care Aaron received was second to none. Doctors Euchael Davidson and Stephen Derbyshire at the Urgent Care Centre at Rochdale Infirmary were honest and treated us with so much respect and dignity in our moment of need. We are extremely thankful for this.”

Dr Shona McCallum, medical director at Rochdale Infirmary, said: “It is lovely to receive feedback such as this about our service within the Urgent Care Centre at Rochdale Infirmary and we are grateful that Chrissie and Lee wanted to tell their story about Aaron’s treatment and care. All our staff within the department strive to provide the best care possible at all times and we are pleased that Aaron was treated well at both the Infirmary and The Royal Oldham Hospital. We hope that he is feeling much better now.”

Aaron is now recovering well at home.
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.

JUNE TEAM TALK

Improvement plan and CQC re-inspection

GOOD progress is still being made against key areas of our Pennine Improvement Plan. The improvement work programme is considerable and continues to be given high priority particularly in our fragile services. Challenges remain with workforce availability and capacity in some areas especially at NMGH although our staff recruitment is beginning to increasingly attract more nursing and permanent medical workforce applicants. Extra operational capacity will be created when the AMU at NMGH is expanded with more beds in July.

An unannounced ‘mock’ CQC assessment was undertaken across PAT last month supported by colleagues at Salford Royal and Manchester and Oldham CCGs. Areas visited included medical and surgical wards and urgent care. Overall feedback has been positive. The introduction of the NASS, investment in staffing, and the increased visibility of the leadership teams across each Care Organisation has shown to be helping drive improvements. There was evidence of good practice across the majority of wards and departments. Further work has been highlighted in some areas. A recent CQC review of maternity, paediatrics and neonates has also been generally positive with clear evidence of improvement. All staff should be congratulated on their involvement in the improvements to date.

We have been informed by the Care Quality Commission (CQC) that the data collection process which takes around four weeks to complete is due to begin this month in advance of their formal re-inspection of the Trust and our services in late summer/early autumn. The CQC will be undertaking a number of unannounced and announced visits across all of our sites as part of the re-inspection process. We expect these visits to take place at any time from the beginning of September 2017. The CQC will be inspecting our services under a combination of both the old and new regulatory framework. Again, this will involve inspectors speaking with staff, patients and our stakeholders.

Friends and family test sessions

During June and July 2017 our Patient Experience Team will be working across all sites raising awareness about the importance of the Friends and Family Test (FFT) as a way of receiving useful feedback from our patients and their families. The NHS FFT is based on one straightforward question that people are asked who have accessed NHS services and means that patients can give direct and timely feedback about the care they have received.

A series of FFT drop-in staff awareness sessions and training on the Envoy system are available to all staff and ward teams running from 11am until 12 noon. All staff are encouraged to attend.

North Manchester General Hospital
29 June – Room 219 Education Centre, Trust HQ
The Royal Oldham Hospital
13 June – Seminar Room, L Block
6 July – Room G17, Education Centre
Fairfield General Hospital
20 June – Broad Oak Suite
4 July – Room 124 Education Centre
Rochdale Infirmary
15 June – Room D2, Education Centre

Staff engagement #Together We Can - Pioneer Programme

WITH the full support from all members of the executive teams of all the Care Organisations, the staff engagement team have been asked to deliver the Pioneer Programme at pace.

In response to this request the staff engagement team will be running a pioneer programme each month. The programme consists of two full day learning sessions and four 2hr action learning sets, over a 26 week period. At the end of the 26 week programme a ‘pass it on event’ will take place where teams can showcase their work.

There will be capacity for 15 teams per programme so this is a great time for managers to put their teams forward.

For any further information regarding staff engagement please contact jill.may@pat.nhs.uk or katherine.robertson@pat.nhs.uk

Staff engagement events

1000 voices events taking place throughout the Trust, June until November. See the staff engagement pages on the intranet for further details.

Nasogastric tube insertion - harm free care

DR CHRIS Brookes, Group chief medical officer, and Elaine Inglesby-Burke, chief nurse, is reminding all clinical staff that compliance with the organisation’s new Nasogastric Tube Insertion Policy (CPIC 006) is critical following a national patient safety notice (NPSA Alert) making clear that only trained staff should insert nasogastric tubes. This is another important element in our journey towards harm free care. The policy is available on our document management system on our intranet.
Team focus on medicines information service

The 60 second interview

Medicines Information is a medicines advisory service based within pharmacy. The service is led by specialist pharmacists, who are trained to provide high quality, evidence-based information and clinical advice on medicines.

The service responds to enquiries about all aspects of medicine use, ranging from the very simple to the highly complex. Staff across the Trust can ring ext 42152 or 78968 with any medicine-related question. This service has also recently been extended to patients of the hospital.

What are the highlights of your job/service?
The main focus of the Medicines Information Service is on safe and appropriate use of medicines. Knowing that you are making a positive contribution to patient care and safety, and being able to resolve even the most complicated of problems are particular highlights.

What would make your job/service better?
Increased awareness amongst staff that we are here to help them.

What aspect of your job/service is the most rewarding?
Receiving feedback from users to say that they’ve implemented your advice and found it useful, or that patients have benefitted from your help.

What word best describes your job/service?
Informative.

What is the current biggest challenge in your job/to your team?
With the internet so readily accessible, our biggest challenge is ensuring that people are not relying on Google for their information about medicines!

How has your job/service changed?
We now provide a similar service to patients – a medication ‘helpline’. When patients receive medication from the hospital, either on discharge or via outpatients, they are given a card providing details of the helpline phone number should they have any questions about the medicines given to them.

A typical day
Enquiries about medicines can come to the service via telephone, email or intranet referral form.

How and when enquiries are received is unpredictable, so they have to be prioritised according to their urgency.

Some enquiries need to be answered immediately, whereas some enquiries are complex and require a huge amount of research.

When not actively researching or answering enquiries, the team are involved in proactive work around the safe and appropriate use of medicines, such as guidelines, bulletins, training and patient information.

We also have ward and dispensary commitments alongside all our other pharmacy colleagues.
NICU at Oldham wins care aids for mums and babies

KIRSTEN Mitchell from Middleton has helped The Royal Oldham Hospital’s neonatal intensive care unit (NICU) with some important developmental care aids for mums and babies on the unit.

She rallied staff, parents, family and friends to vote for the NICU in a monthly social media competition which is run by Cuski, who develop and sell natural and compact alterations to dummies and bulky blankets.

The items which include 10 miniboos and five Claire’s nests have been received by the unit and are now being put to good use.

Miniboos are baby comforters which help to provide a connection between premature babies and their families. As the babies on NICU spend their first few days in an incubator rather than having skin-so-skin contact with their mother, this can be very stressful. The miniboos which are made of fabric allow a two-way process for bonding in that the mother keeps one minibo in her person to pick up her ‘mummy’ smells and then she swaps it and puts it in the baby’s incubator and keeps the second minibo which has been picked up her baby’s scent. This has a soothing and comforting effect on babies and helps mothers with their milk supply when breastfeeding or expressing at home.

The nests are used to make premature or very low birth weight babies feel secure when they are in incubators. They provide a secure, cuddled environment which enhances their sleep pattern sooner.

Lynn Bowe, neonatal matron, said: “We are delighted to have won these wonderful products that will enhance the comfort and development of our babies on the neonatal unit at Oldham.”

Kirsten who is part of SPOONS, a support group for parents of Oldham and North Manchester neonates, said: “I used the minibo when my little boy was on the unit and it brought me so much comfort to know he was cuddled up to something with my scent on which might make him feel more secure. I would love to see all babies using these.”

Urology service praised by GIRFT programme

THE urology service at Pennine Acute has been praised by the Department of Health as part of a quality improvement programme.

The service was reviewed in January by Getting it Right First Time (GIRFT) initiative which is a national programme supported by NHS Improvement. GIRFT engages clinicians working in acute care with their own data to accelerate the adoption of evidence based practice through peer to peer discussion and review.

A feedback report which compares Pennine Acute to other urology services across the country congratulates the team on the excellent service provided. It stated: “For a team of eight consultants to be maintaining a urological service for such a large population over several different hospital sites is somewhat remarkable. However, the Pennine team is achieving more than just maintaining a service, it is providing a service which on the basis of the GIRFT data, is excellent.”

Mr Arun Jain, clinical director for urology at Pennine, has congratulated the entire urology team for recognition of their hard work and focus on patient care. He has commented that the report strengthens the ongoing proposal for expansion of staffing levels to maintain the high standard of care.

GIRFT has received funding for the next three years and will go forward as a partnership between the Royal Orthopaedic Hospital NHS Trust, which first hosted the programme in pilot form, and the operational productivity directorate of NHS Improvement. Providers will be benchmarked against one another and best practice, with each Trust receiving a comprehensive review of their data and receiving support to tackle the challenges and findings behind the variation that the review highlights.

Vascular imaging masterclass held at Oldham

VASCULAR trainees from across the whole of the north west attended a vascular imaging masterclass at The Royal Oldham Hospital.

Hosted by Pennine Acute’s department of vascular and endovascular surgery, the course was part of the Masters in vascular surgery organised by the University of Salford.

The trainees received hands on training in Oldham’s state of the art hybrid angiosuite and became familiar with its modern surgical and radiological equipment that is used for standard and complex endovascular aneurysm repair (EVAR) and hybrid (a combination of surgical and radiological) reconstruction of the arteries and veins. The trainees also got acquainted with advanced EVAR planning softwares which are used at the TROH, and had the opportunity to train in real clinical scenarios.

The workshop expanded on training with endovascular equipment, including wires, sheaths, balloon catheters, and stents, that are used for endovascular reconstruction of arterial and venous disease.

High quality lectures on modern vascular imaging including, but not limited to, image manipulation and interpretation, and intraoperative imaging and quality control, were delivered by an expert faculty panel comprising vascular and endovascular surgeons, interventional radiologists and radiographers from Pennine, other Trusts and the University of Salford.

Mr George Antoniou, consultant vascular and endovascular surgeon and lead of the vascular imaging training module said: “It was a great opportunity for our vascular and interventional radiology team at Pennine to develop a collaboration with the University of Salford and enhance our teaching and academic profile. Thank you to all members of staff who helped to deliver an excellent training programme.”

Diary dates

11 July - Day surgery unit and theatre talk and tour. 10am until 11.30am. Day surgery unit, Rochdale Infirmary

21 July - Liver disease talk. 2pm until 3pm. Education Centre, The Royal Oldham Hospital
Raising awareness of VTE

IT is estimated that 25,000 people in the UK die from preventable hospital-acquired venous thromboembolism (VTE) every year.

UK National Thrombosis Week from 1 to 6 May therefore sought to increase awareness of deep vein thrombosis and pulmonary embolism in patients, visitors and staff.

Information about clots was available at North Manchester and The Royal Oldham Hospital with many people accessing the stands to talk to the VTE staff.

Michelle Howard, VTE nurse, said: "Hospital associated thrombosis is defined as ‘a VTE event occurring either 72 hours after the patient has been admitted or within 90 days of their discharge’. Patients coming into hospital with an illness carry a 15% chance of developing a deep vein thrombosis and those having surgery on their leg carry a 50% chance of developing a deep vein thrombosis.

"Additional risks include reduced mobility, being over 60 years, being overweight, a previous VTE, cancer, being pregnant and being dehydrated."

For all patients, three simple steps should be taken to reduce the risk of VTE:
1. Encourage mobilisation
2. Avoid dehydration
3. Reassess risk for VTE whenever clinical condition changes

Further information about VTE can be found on the Trust E learning course, the Trust intranet, the Trust’s patient information leaflet ‘Reducing the risk of a blood clot during and after your stay in hospital and on the UK Thrombosis website, http://www.thrombosis.org

Email and phone security threats

YOUR computer and information are vulnerable both at home and at work. Sometimes fraudsters send email messages, make scam phone calls and even set up fake websites.

Patient treatment and care, their private information and your private information can be at risk.

Email scams

All staff must be vigilant when opening email attachments and links, especially from an unknown source. Be aware scam emails may also be sent from hacked accounts or faked addresses of people you know.

Do not click on any attachments or links that are suspect.

If you are not expecting an email with an attachment or link, you do not know the sender, or you are suspicious for other reasons, take the following actions:
1. Select the suspect email from your email list
2. Press the keys ‘Ctrl’, ‘Alt’ and ‘F’ together to create a new email with scam as an attachment
3. In the email window that has opened add spoof@pat.nhs.uk and spamreports@nhs.net as the recipient in the ‘To field’
4. Click Send.
5. Permanently delete from your inbox by selecting the email, holding down the ‘shift’ key and press the ‘Delete key’. Click ‘Yes’ to confirm

Phone scams

Be wary of unsolicited calls. Do not provide any personal information or disclose login details passwords etc.

Staff should be on their guard and always verify a caller’s identity and their authority to receive the information they are seeking.

Never give control of your computer to a third party unless you can confirm that they are a legitimate member of the IM&T team. If challenged IM&T staff will always be able to quote your request number from the IM&T service desk. If they can’t provide this number, you should not allow any kind of remote desktop connection.

If you think that you might have downloaded a virus or other malware, visited an IT support scam website or allowed a cybercriminal to access your computer: Inform the IM&T service desk on 45678 immediately; report the scam as an IT security incident using the Incident Management System on the Trust intranet and change your login password and change the password for any other accounts that you hold passwords for that may have been compromised.

For further guidance please refer to the information governance policy.

Seaside garden in memory of Jordan

MEMORIES of a much loved daughter will live on in a sensory garden which has been officially opened at The Royal Oldham Hospital.

Julie and Noel Ryan lost their nine-year-old daughter Jordan Leah Ryan from sudden unexpected death in epilepsy in 2014. The couple wanted to give something back to the hospital and to other families and have spent the last two and a half years planning the sensory sea-life garden, for which they collected donated items.

Keen gardener Julie was determined to create a welcoming space for children to enjoy the sights, sounds and smells of the seaside in the heart of Oldham. She collected donated plants from shops and organisations, and brought back sand, shells and seaweed from Blackpool to decorate the garden.

Julie said: “I really enjoy gardening and wanted to do something on my own, so creating a site for everyone to enjoy has been great. We’ve had so many donations from across the borough, including the garden fencing from The Royal Oldham Hospital League of Friends and one lady donated cartoon characters.

“The hospital staff have been fantastic and it’s wonderful to give something back to other families and to remember our daughter Jordan.”

The garden was officially opened by the Mayor of Oldham, Councillor Derek Heffernan.

Photo courtesy of Oldham Evening Chronicle
MEMBERS of the public and staff had the opportunity to sample ‘hospital’ food when they were invited to a ‘Field to Plate’ food tasting event at The Royal Oldham Hospital’s Café Royal.

Organised by Angela Greenwood, membership and engagement manager and Howard Cartledge, Trust catering lead, the event gave people the opportunity to taste some of the food served to patients on the hospital wards, including a number of different meals, and the Maternity Pennine Cuisine menu.

Invited to pass comment on their impression of the taste, quality and whether they would recommend the catering services to their family and friends through a brief questionnaire, the majority of tasters were very happy with the variety and quality of the food on offer.

One visitor said “I found the event very well presented, I was very impressed with the efforts being made to produce high quality food. The choice of menus is excellent and the sample meals we tasted were very good, well-balanced and nutritious.”

The number of meals provided annually to patients throughout the Trust is 1,479,000, which equates to feeding 1480 patients three meals a day. Meals are also provided to patients at Pennine Care NHS Foundation Trust and Manchester Mental Health and Social Care Trust.

Steve Lowe, The Royal Oldham Hospital’s catering services manager, said: “Most people tend to choose traditional food such as pies and hot pots. We provide a bulk system which allows us to be flexible with portion sizes. There is enough food taken to each ward to cater for everyone’s needs.”

Trust catering lead Howard Cartledge said: “We wanted to invite people in and let them know the complexities and details of what we do. We have a system in place to ensure suppliers are audited and we are able to source the cow in the field where we get our meat from.

“We are very proud of the food choices we provide for our patients and continually work with our suppliers, dieticians and patient representatives to ensure our meals are healthy, high quality and what patients want to eat.”

Photo courtesy of Oldham Evening Chronicle

New patient safety system launched

THE new patient safety system (Datix) will be launched on 5 July 2017 and will replace the Safeguard system. It will impact on every member of staff who reports incidents, investigates incidents and creates risk registers.

It is important that staff feel empowered to report incidents so the Trust can learn from events in a positive way to improve patient and staff safety for all.

There is a short video and user guide to lead reporters through the reporting of an incident, along with guides for investigators and for the completion of risk registers within the system. Training drop-in sessions have been organised for investigators which are detailed below. There is no requirement to book on these sessions. For further information contact Craig Wood, the Datix project manager at craig.wood@pat.nhs.uk or ring 42962.

Drop in sessions:

North Manchester - Wednesday 14 June 11.00-14.00, Room 223 and Monday 19 June 09.00-12.00, Room 237, Trust HQ
Fairfield Hospital, Education Centre, Room 121 - Friday 9 June 12.00-16.00 and Friday 16 June 09.00-12.00
Rochdale Infirmary, Room D3, main building - Monday 12 June 12.00-16.00 and Tuesday 13 June 09.30-11.30

The Royal Oldham, Education Centre – room F6 - Monday 19 June 14.00-17.00 and Tuesday 20 June 09.00-12.00
Getting to the foot of the problem with new heel mirrors

Tissue viability nurses are asking wards to take the ‘pressure’ off nursing staff by using special mirrors to check on patients’ pressure areas and wounds.

The use of mirrors is a widely used tool for the prevention of pressure ulcers, especially in the heel area. Pocket mirrors were distributed across wards and departments last year and new larger, shatter-resistant mirrors supplied by Pipa Health Care are now available for wards to order. As this mirror is larger than a pocket sized mirror, it is useful to view a larger area on the patient and being self-standing it provides hands-free use, allowing staff both hands to undertake tasks. The mirrors can also be used to show patients their wounds or pressure areas to allow them to see areas improve or change.

Hannah Howard, tissue viability nurse, said: “The Trust takes the ongoing problem of pressure ulcers very seriously and is continuously striving to improve the quality of care it provides. The tissue viability team continues to act innovatively to support staff in the prevention of pressure ulcers and as heel pressure ulcers are a particular challenge, we are promoting the use of these mirrors to assist with timely and effective skin inspection.”

All patients undergo a PurposeT risk pressure ulcer assessment on admission to hospital which determines the frequency that their skin needs to be inspected. Every patient’s skin should be checked daily and some patients will require areas assessing as frequently as hourly if they are at high risk of developing pressure sores. Areas such as A&E, outpatient clinics and theatres will also check patient’s skin and wounds. The new mirror has a staging sticker on the reverse to prompt staff to stage pressure areas correctly.

Hannah continued: “Pressure ulcers can develop anywhere on the body but heel pressure ulcers are a continuing issue within the NHS as a whole. The bony nature of the heel with minimal padding, coupled with extended periods of pressure during illness or immobility results in a high risk of damage.

“Pressure ulcers can develop as a high level of pressure over a short period of time or a low level of pressure over a long period of time. Depending on the patient’s individual risk factors, pressure damage can develop as quickly as within an hour. As a Trust we are putting a lot of effort into the prevention of pressure damage which is why our patients are risk assessed on admission and regularly during their stay. We have a number of offloading devices including boots, wedges and troughs which offload the patient’s pressure areas, and for those areas we are unable to offload effectively, we use pressure reducing silicone pads.

“If a wound develops we have a range of dressings that can be used to create the optimal conditions for healing, and all areas have access to the expert advice from the tissue viability team and our hard working link nurses who work on the wards, with an interest in wound care.”

The mirrors can be ordered on a non stock requisition with code PiPA_mirror Std.

Staff nurse Natasha Birtwell from ward 14 at Fairfield General Hospital is pictured with Hannah Howard using the new mirror.

A pressure ulcer free month at Fairfield

There was celebration on the Fairfield wards recently. Staff were congratulated on achieving a hospital acquired pressure ulcer-free month in April 2017.

A huge amount of work has taken place in recent months to raise standards of care in pressure ulcer prevention. Simple measures such as using mirrors to inspect hard to reach areas of the foot to check for signs of pressure damage have been rolled out across the hospital as detailed across. Ward managers, lead nurses and quality matrons have also been scrutinising incidents and ensuring lessons are learned when things go wrong.

Judy Harker, nurse consultant tissue viability, said: “Like many wards and departments across our Care Organisations, FGH has adopted a sense of urgency around PAT acquired pressure ulcers. Staff are devastated when a patient develops a pressure ulcer on their watch and they put lots of strategies in place to prevent future harms. The tissue viability team are delighted with this achievement and hope that the downward trend in pressure ulcers can be sustained - what Fairfield has achieved is fantastic.”

Tyrone Robert, director of nursing for the Bury Care Organisation, said: “This is a fantastic achievement at the start of the new ‘hospital year’ and is reflective of the commitment shown by everyone. Recent months have seen a renewed focus on pressure ulcer prevention including the advent of the pressure ulcer monthly panels and increased clinical working by members of the senior nursing team. Pressure ulcer reduction is a key focus for this year and so April’s performance is a reassuring start. I know staff are also looking forward to being part of the Pressure Ulcer collaborative so that we can test different ideas with the aim of ensuring reliable delivery of pressure ulcer preventative care consistently.”

European conference for Clair

Clair Priestley, tissue viability nurse lead for North Manchester community has recently presented a poster demonstrating the work being undertaken to improve the management of patients with leg ulceration within the North Manchester community.

She attended the international European Wound Management Association conference in Amsterdam in May. This conference is one of the largest wound care conferences and is attended by delegates from all over the world.

Her digital poster which consisted of five slides shows the work being done to improve patient care in the area including a new patient information leaflet, development of treatment pathways, the inclusion of motivational interviewing in the leg ulcer management training course for community nursing teams, and a patient focus group event held in March.

The poster presentation was well received with a nurse from the Netherlands expressing particular interest as she has undertaken a similar project in her clinical area. Clair plans to liaise further with this nurse to learn from their work and improve this integral area of district nursing further.
Supermarket puts smiles on children’s faces

THE children’s ward and the emergency paediatric unit at North Manchester General Hospital had a special visit from Rochelle Gardner, the Community Champion of Morrison’s in Whitefield.

Rochelle didn’t come empty handed, she was loaded up with lots of fresh, jam and cream filled donuts which she presented to both departments for the children and staff to enjoy. As they were so yummy it took everyone’s mind off being busy or poorly and everyone tucked in.

Rochelle’s visit was organised by Iris and Michael Goldstone who are both volunteers in the children’s department and A&E. Michael said: “This is the second surprise delivery in a short time as they donated a pile of Easter eggs which also went down great. Morrison’s of Whitefield have been so supportive as regular donors for more than a year, with a continuous supply of books, toys, crayons and colouring books.”

Iris added: “The support given by Morrison’s to both the children’s department and the paediatric A&E is really appreciated.”

Pictured left to right in the A&E department: senior sister Ann Smith, Rochelle Gardner, community champion at Morrison’s Whitefield and volunteer Iris Goldstone.
Cold cot donated to The Royal Oldham in Ava-Mai’s name

BABY Ava-Mai will never be forgotten by her loving family and now her memory lives on at The Royal Oldham Hospital after a generous donation in her name to the postnatal ward.

Her parents Sarah Keast and Chris Hill were told that Ava-Mai was going to be stillborn a few days before her birth and a bereavement midwife suggested that they use a cold cot at the hospital. The cot allows parents and family to spend time and say goodbye to their baby after its death by keeping the baby’s body cool.

Dad Chris said: “The cot gave us time with her that we wouldn’t have got otherwise. We had time to bond we would never have got. It was comforting. It was in a specifically designed room where you are left to your own devices, it’s a good set up in the circumstances."

Raising over £2000 to pay for the cot through events including a fun day and comedy night, the couple have now presented a cold cot to The Royal Oldham Hospital.

Bereavement midwife Sue Brierley said: “The chiller cot enables parents to spend time with their baby after death, an essential aspect of bereavement care for all parents so they can make memories of their baby. Sarah and Chris were grateful for the time they were able to spend with Ava in the chiller cot we already have and wanted to make sure there were always enough chiller cots available for other families to do the same. We are immensely grateful to them for their dedicated fundraising and wish to thank them very much for all their efforts.”
**Happy 60th Pam**

FRIENDS and colleagues from the medical absence and temporary staffing team / medical workforce team sent congratulations and happy birthday wishes to Pam Sutcliffe who celebrated her 60th birthday in April.

We hope you had a fantastic birthday. Lots of love xx

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**Farewell to Kath and Kim**

PHASE I theatres at Oldham helped to celebrate the recent retirement of Sr Kath Barrett and Sr Kim Good after 37 years of service each.

Both ladies started as student nurses in 1980 and within five years were promoted to sisters. Kath predominantly worked in the gynae speciality whereas Kim worked in trauma and orthopaedics.

They will both be missed tremendously. All their friends and colleagues would like to wish them all the very best for a long and very happy retirement.

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**Happy retirement Sue**

FRIENDS and colleagues of staff nurse Susan Dennett wish her all the best in her retirement.

Susan started her career in nursing as a cadet at Bury General Hospital 43 years ago on the Renshaw male surgical ward.

She is planning to spend more time with her husband Roy and daughter Holly and on her many hobbies.

She will be missed by all her main outpatient colleagues at Fairfield but they are looking forward to welcoming her back as a volunteer.

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**Recognition for Lisa**

COMMUNITY midwife Lisa Pendlebury has been recognised for her swift action in saving a man’s life.

She attended an Oldham Athletic football match last year, during which a fellow supporter suffered a cardiac arrest. Lisa was involved in the resuscitation attempt.

Lisa was presented with an Oldham Athletic Football Club fan of the season award and is pictured with Tony, the gentleman that she helped. Well done Lisa.

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**Wedded bliss**

CONGRATULATIONS to Kayleigh Ogden on her wedding day on 27 May. Lots of love from all the staff on the maternity unit at Oldham.

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**Jill retires**

A WARD clerk from ward 21 at Fairfield will be greatly missed.

Jill Bridges retired in April after 16 years service. All her friends and colleagues wish her the best of luck in her well earned retirement.

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**Engagement congratulations**

ROCHDALE Infirmary theatre department would like to send a huge congratulations to ODP Anthony Redmond, who recently proposed to his girlfriend Grace Axford Hawkes, whilst they were on holiday in Mexico.

We wish you a long and happy future together. Love from all your colleagues xxx

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**Happy birthday Julie**

HAPPY 50th to Julie Cain. Love from all your friends and colleagues in management accounts.

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**40 years service**

PHARMACY technician Lynn Whitehead, based in the pharmacy department at North Manchester, has reached the landmark of 40 years working for the NHS.

All her friends and colleagues across the Trust would like to say a big congratulations and thank you for your continued dedication to your role.