Nominate our superstars in Staff Awards 2017

INSIDE this issue:

• High tech 3D printer to revolutionise treatment
• Investment in radiology services at North Manchester and Rochdale
• Oldham’s postnatal ward acts on patient feedback
• Go green with medical device training compliance
League of Friends help to transform relatives’ room at Oldham

A RELATIVES’ room has been transformed thanks to the generosity of The Royal Oldham Hospital League of Friends group.

The room on gastroenterology ward G2 at the hospital was looking a little tired and in need of a spruce up and this is where the League of Friends stepped in. They kindly purchased two two-seater relatives’ chairs at the cost of £692 each.

Ward manager Sherryl Thomas arranged for estates staff to repaint the room in pastel shades to match the furniture and staff on the ward made hampers at Easter to raise money to pay for soft furnishings. Artificial plants, pictures and a tea set for the relatives to use now complete the refurbishment.

Sherryl said: “What was once an un-coordinated room with a cold environment has been totally transformed and looks amazing. A massive thank you on behalf of all of the staff on G2 to everyone who has helped to create a calm, peaceful environment for our patients’ relatives. Special thanks go to consultant gastroenterologist Dr Dawood who donated money to pay for a blind for the room.”

G2 celebrates one year of zero c.Diff

CONGRATULATIONS to ward G2 at The Royal Oldham Hospital.

The gastroenterology ward has been c.Diff free for one year which is a wonderful achievement. Well done.

Security staff are true stars!

IN the aftermath of the Manchester Arena attack our security officers worked tirelessly alongside Care Organisation staff to assist in any way they could.

They worked extra hours throughout the day and night, with some even going out in the community after their shifts had finished to assist those that needed help.

In recognition of their efforts MITIE, the security contractor for the Trust, rewarded them. They were nominated for the MITIE Best Team Star Award, which they won and have now gone to level two of three. They will find out in September, if they are successful and become the overall winner which would mean a share of £15,000 between them!

In the picture are some of the winning team along with MITIE chief executive Phil Bentley, contract manager Diane Lever, assistant contract manager Chris Burns, and Glynis Jones, local security management specialist for the Trust.

Inside News

THE Trust has several communication tools to help keep staff up to date:

- Team Talk is sent round monthly, for use in all team briefings.
- The Weekly Message is emailed on Tuesdays and contains news about the Trust, our staff and services.
- Weekly bulletins are emailed on Mondays and contain a range of operational and site information.
- Online copies of all the bulletins and Team Talk, plus more, can be found on the Trust intranet at nww.pat.nhs.uk/communications

You can send your stories for either Pennine News or for local media to Trust communications at trust.communications@pat.nhs.uk or call Nicola Berry on 44284.

If you have any ideas, views or suggestions regarding communications across the Trust, please email staff.views@pat.nhs.uk

Contents

High tech 3D printer to revolutionise treatment .......... Pg 4
PAMPER user involvement group marks milestone .......... Pg 4
Pregnant ladies to help with research study .............. Pg 5
Work out at work day ................................ Pg 5
Go green with medical devices training compliance .... Pg 6
New medical devices training trolley introduced ........ Pg 6
International nursing recruitment ........................ Pg 7
SHS and NMGH update ............................ Pg 7
Staff engagement update ............................ Pg 7
Team Talk ......................................... Pg 8
Team focus on home intravenous therapy team .......... Pg 9
Oldham’s maternity service signs up to Care Opinion .... Pg 10
Whose Shoes event ................................ Pg 10
HELP-line for patients ................................ Pg 10
Degrees and new jobs ................................ Pg 11
Thanks on menu for HMR ................................ Pg 11
New no smoking posters ................................ Pg 12
Celebrating Eid ..................................... Pg 13
Thought for the month ............................. Pg 13
Celebrate active ageing ................................ Pg 14
Shadow staff governors ............................. Pg 14
Staff notice board .................................. Pg 15
Staff awards ....................................... Pg 16
New state-of-the-art scanner set to benefit patients at North Manchester General Hospital

AROUND 6,000 patients a year are set to benefit from a brand new MR (magnetic resonance) scanner recently installed at North Manchester General Hospital.

The new £600,000 machine replaces the existing scanner which was a decade old. An additional £100,000 was spent on renovations to the scanner suite in preparation for the new equipment.

Housed in the radiology department at the hospital, it will be used for all Trust inpatients and outpatients who are undergoing treatment at North Manchester General Hospital and will be used for musculoskeletal, neurology and oncology scans as well as angiograms.

Andrew Green, MR service manager, said: “The scanner at North Manchester General Hospital has undergone a new type of replacement programme. It is one of the first of this generation of GE scanners in the country to have kept the magnet in situ whilst the original hardware / software was removed and replaced with the latest versions. This cut the replacement time in half for obtaining the new scanner and getting it operational.

“The new scanner will provide vital state-of-the-art imaging for our patients in an attractive environment with music available to put patients at their ease and increase their comfort.

“Staff will be trained to use the latest technology and software to provide the very best image quality whilst reducing scan times and increasing patient tolerance.”

Paul Barker, senior directorate manager, radiology and neurophysiology, said: “It’s fantastic that The Pennine Acute Hospitals NHS Trust is continuing to invest in the latest technology for radiology, to ensure patients are getting the most accurate and fastest diagnosis possible.”

Magnetic resonance (MR) scanning works by creating very strong magnetic fields and radio frequency waves to produce incredibly detailed images of inside the body without the use of ionising radiation or invasive procedures. The new scanner is a GE Signa Explorer.

Investment in new scanner for Rochdale

A NEW MR (magnetic resonance) scanner will also be installed at Rochdale Infirmary early next year.

The new £550,000 machine will replace the existing scanner which is 12 years old, in spring 2018. Up to an additional £200,000 will be spent on renovations and vital technology replacement to the scanner suite in preparation for the new equipment, depending on site surveys.

Housed in the radiology department at the Infirmary, it will be used for all inpatients and outpatients who are undergoing treatment at Rochdale Infirmary and will be used for musculoskeletal, neurology and oncology scans as well as angiograms.

Andrew Green, MR service manager, said: “The scanner at Rochdale Infirmary will undergo the same type of replacement programme which was used at North Manchester, whereby the magnet will be kept in situ whilst the original hardware / software is removed and replaced with the latest versions. This will cut the replacement time in half for obtaining the new scanner and getting it operational.

“The new scanner will provide vital state-of-the-art imaging for our patients in an attractive environment with music available to put patients at their ease and increase their comfort. Staff will be trained to use the latest technology and software to provide the very best image quality whilst reducing scan times and increasing patient tolerance.”

Paul Barker, senior directorate manager, radiology and neurophysiology, said: “It’s fantastic we are continuing to invest in the latest technology for radiology following recent state of the art equipment replacement and additional procurement across the Trust. This new scanner will ensure that patients from the Rochdale borough will be getting the most accurate and fastest diagnosis possible.”

Dr Shona McCallum, medical director of the Bury/Rochdale Care Organisation which manages Rochdale Infirmary said: “The investment in the modernisation of imaging at Rochdale Infirmary will greatly benefit patients who need to use their local imaging services. It means we will continue to provide high level care, closer to home for the people and community of Heywood, Middleton and Rochdale and will work closely with the wider healthcare community to provide improved and better integrated services.”
AN investment in the latest 3D technology will see the production of high tech implants and prostheses for hospital patients with the touch of a button on a 3D printer.

The maxillofacial laboratory at North Manchester General Hospital has invested £38,000 in a 3D printer and £20,000 in software packages to house the first 3D printer in an NHS hospital in Manchester to be used directly to treat patients. The printer works by using scans of the patient and then creating a virtual 3D model of them. Surgeons and reconstructive scientists are able to plan patient specific devices in virtual reality before they go to the design stage. The prosthetic, bars or plates are then created by the printer layer by layer by using metal or plastic compounds to build up the product. The final stage of the project sees the product sterilised before it is passed on to be used on the patient.

The printer is based in-house, of two weeks. Now the 3D printer is based in-house, we are able to design and manufacture a variety of medical devices within hours.

“Some devices are printed from a standard design to make multiple identical copies of the same device. Other devices, called patient-matched or patient-specific devices, are created from a specific patient’s imaging data.”

High tech 3D printer to revolutionise treatment

Mr Andrew Baldwin, consultant maxillofacial surgeon and divisional clinical director for surgery at North Manchester General Hospital, said: “North Manchester General Hospital, as part of the Northern Care Alliance NHS Group, has one of the largest head and neck cancer centres in the region, so it is very important that the latest practices and technology are utilised. With increasing demands and expectations, there is a need for a better quality service to provide patients with the best possible care. Within medicine, the oral and maxillofacial specialty has led the way in embracing 3D technologies.”

It is hoped that over time the 3D printer will be utilised for other specialties alongside oral and maxillofacial. These will include: ENT, orthodontics, orthopaedics, cardiology, cardiothoracic, ophthalmology, breast care, renal, dermatology and maternity.

PAMPER user involvement group marks major milestone

A PATIENT and carer user involvement group set up to help transform the way cancer care and support is delivered across the local area has marked a major milestone.

The PAMPER (Pennine Acute Macmillan Patient Engagement Representatives) group launched in 2015 to help improve cancer services to meet the needs of patients.

Macmillan Cancer Support and Pennine Acute Trust came together to launch the Living With and Beyond Cancer Programme, a two-year project to address the cancer care challenges faced by patients and their carers.

A key part of the project, which is funded by Macmillan, was to involve service users and their carers to learn from their experiences and give them a ‘meaningful’ voice to help influence the overall direction and quality of local cancer services.

The group, which featured on BBC Breakfast TV in a feature on cancer last year, has contributed more than 100 voluntary hours, completed questionnaires and surveys, attended meetings and health and wellbeing events, and taken part in audits. Together they have completed what the group set out to achieve and are supporting the Trust in making improvements to cancer care delivery.

Debbie Ashforth, Macmillan transformation programme lead, said: “The PAMPER group is a special group of extremely dedicated and passionate people of all ages, backgrounds and cancer experiences. They have provided invaluable input and insights, from their own personal cancer journeys, and it has been a privilege to work with them.”

Debbie, along with Emily Sidebottom, Macmillan user involvement coordinator, said they wish to thank them all for helping to ensure that the patient/carer voice is at the heart of decision making and helps shape cancer services to meet the needs of local patients in the future.

A celebration event, attended by PAMPER members and their families, as well as professionals from the Trust and Macmillan, was held at The Victoria Hotel, Chadderton.

Sir David Dalton, chief executive of The Pennine Acute Hospitals NHS Trust, added: “I would like to sincerely thank you all for your dedication and commitment, which has been integral to the success of the Macmillan Living With and Beyond Cancer Programme at The Pennine Acute Hospitals NHS Trust. Your contributions to the transformation of cancer services has been extremely valuable to the Trust and will continue to help us improve our services.”
Oldham signs up pregnant ladies to help with research

ONE hundred Greater Manchester participants were recruited to a childbirth study at Pennine Acute in just four weeks.

The paediatric, obstetrics and gynaecology research team at Pennine Acute collaborated with staff on the Gynaecology Assessment Unit (GAU) at The Royal Oldham Hospital to reach the landmark in extra quick time.

Pregnant women who attended the GAU were invited to partake in the VESPA study, which was set up to assess how Early Pregnancy Assessment Units (EPAUs) nationwide should be organised to ensure the best clinical outcomes for women with early pregnancy problems.

VESPA is analysing how Oldham’s GAU operates and the level of care and support it provides to women. Participants have been asked to share their experiences and how they could be improved, and all members of staff directly involved in providing early pregnancy care during the recruitment period were also invited to complete a survey. The study will close in the autumn.

Dr Shivani Batra, consultant in obstetrics and gynaecology at Pennine Acute, is the Principle Investigator for the NIHR study, supported by the Clinical Research Network, Greater Manchester. He said: “We have successfully recruited over 100 cases and it’s just the follow-ups that now need completing before we can close in October 2017. “I would like to thank all the staff on the Gynaecology Assessment Unit at The Royal Oldham Hospital and the Pennine Acute research team that helped recruit patients to the VESPA Study. This is a large, multi-centre study looking at the impact of staffing in Early Pregnancy Assessment Units across the UK.

“I hope we can continue to contribute to research that helps enhance the quality of the early pregnancy care we provide to our patients.”

Chloe Rishton, senior paediatric research nurse with the National Institute for Health Research Clinical Research Network, Greater Manchester, said: “The GAU staff were engaging and supportive to both the study and the research team.

"Without the help and support of the clinical staff, we would not have been as successful. The unit is busy but the team were always keen to help.”

Pictured are: Uchenna Elenwa, research administrator; Carol Griffiths, staff nurse, GAU; Nichola Murphy, HCA, GAU; Andrea Murry, HCA, GAU; Laura Haworth, staff nurse, GAU; Chloe Rishton, research nurse; Rachel Newport, research midwife; Chelsea Jude, GAU doctor and Samantha Campbell, receptionist, GAU.

Visitors impressed with Rochdale’s day surgery unit

MEMBERS of the public enjoyed a ‘talk and tour’ of the day surgery unit at Rochdale Infirmary in July 2017.

The 23-hour day surgery unit recently opened eight new postoperative beds, allowing patients to stay in one department for up to 23 hours without needing to be transferred to another hospital.

Debra McIlorum, unit matron said: “The event was a great opportunity to showcase the unit and operating theatre. Quite often patients are asleep when they enter the operating theatre and do not have a chance to see the environment where they have their procedure.”

The 23 visitors were given a talk about the unit and the different surgical procedures undertaken there. They were also shown around the waiting room, changing rooms, anaesthetic room, operating theatre and recovery room.

Angela Greenwood, membership & engagement manager who arranged the tour as part of the ‘Medicine for Members’ programme said: “The visitors who came to the tour were very impressed with the unit and facilities and commented on the lovely knowledgeable staff.”

The organised talks and tours are aimed at raising staff and public awareness of important health issues and give the public the chance to learn about the different types of treatment and services provided at Pennine Acute.

Getting on their bike to raise awareness of fitness at work

PHYSIOTHERAPISTS from The Royal Oldham encouraged their colleagues around the hospital site to get fit during their ‘Work out at work day’ in July.

As part of a national initiative by the Chartered Society of Physiotherapy, the campaign promotes physical and mental wellbeing in the work environment, inspiring staff to develop healthier work habits so that sickness absence is reduced.

The Oldham physios encouraged staff to be more active during their daily routine at work by using a novel way to highlight one aspect of keeping fit. By setting up exercise bikes on the main hospital corridor, they completed a cycling challenge clocking up 457km.

Kelly Stanton, senior physiotherapist, who organised the event with her colleague Andy Swan, said: “As a team we wanted to show staff how easy it is to incorporate exercise into your daily routine. Exercise is fun, worthwhile and enjoyable and with a little planning, most people can regularly build in enough physical activity to benefit them in their working day.

“The day was great fun with lots of staff getting involved. Our initial aim was to cycle 264km which is the distance from Oldham to the Chartered Society of Physiotherapy HQ in London. Thanks to lots of different disciplines of staff getting involved including Donna McLaughlin, the managing director of Oldham Care Organisation, we managed to dramatically exceed the kilometres that we were intending to do!”
EVERYONE knows it’s good to be green, but even more so when your clinical area is rated on its compliance with medical device training.

The minimum Trust target for each clinical area is 80% compliance with their identified devices and 100% compliance as the ultimate target.

Medical device governance currently monitor 149 areas/staff groups and use a RAG rating system for the published figures with green being 80% and above.

The figures are reported monthly to clinical areas and the medical device management review group. They are reported quarterly to Trust Board via the medical and scientific committee.

All the figures can be found on the U drive at medical device management services, divisional compliance figures, 2017, compliance by site.

Contact the medical device governance team (Carol Lunny - 71535, Pat Heyes - 71008 or Anne Reid - 71954) to see how they can help your team/area reach green.

How did you do?

### New to green in July

<table>
<thead>
<tr>
<th>Oldham Care Organisation</th>
<th>Bury/Rochdale Care Organisation</th>
<th>North Manchester Care Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute pain team</td>
<td>Ward 8, FGH</td>
<td>Ward F6</td>
</tr>
<tr>
<td>Children’s ward</td>
<td>Ward 18, FGH</td>
<td>DSU theatre</td>
</tr>
<tr>
<td>Lucy Pugh outpatients</td>
<td>Ward 4/5, FGH</td>
<td>Ward F4</td>
</tr>
<tr>
<td>Ward F11</td>
<td>Edenfield Road district nurses</td>
<td>Harpurhey district nurses</td>
</tr>
<tr>
<td></td>
<td>Rapid response HMR</td>
<td>Treatment room NM community</td>
</tr>
<tr>
<td></td>
<td>Tissue viability</td>
<td>Home IV team, NM community</td>
</tr>
</tbody>
</table>

### 2 - 5 months in green (July)

<table>
<thead>
<tr>
<th>Oldham Care Organisation</th>
<th>Bury/Rochdale Care Organisation</th>
<th>North Manchester Care Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Podiatry</td>
<td>Floyd unit, Birch Hill</td>
<td>GUM outpatients</td>
</tr>
<tr>
<td>Ward F1</td>
<td>Day surgery, RI</td>
<td>Maternity</td>
</tr>
<tr>
<td>Gynae outpatients</td>
<td>Early support discharge</td>
<td>Neonatal unit</td>
</tr>
<tr>
<td>Ward T6</td>
<td>HMR</td>
<td>Birth centre</td>
</tr>
<tr>
<td>Ward T7</td>
<td>Endoscopy, FGH</td>
<td>Cornerstones district nurses</td>
</tr>
<tr>
<td>Theatres</td>
<td>Theatre, FGH</td>
<td>Leg circulation, NM community</td>
</tr>
<tr>
<td>Radiology</td>
<td>ITU, FGH</td>
<td>Out of hours district nurses</td>
</tr>
<tr>
<td>AMU</td>
<td>A&amp;E, FGH</td>
<td>ARAS team, NM community</td>
</tr>
<tr>
<td>Ward G1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6 months+ in green (July)

<table>
<thead>
<tr>
<th>Oldham Care Organisation</th>
<th>Bury/Rochdale Care Organisation</th>
<th>North Manchester Care Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s outpatients</td>
<td>Children’s outpatients, FGH</td>
<td>Ward J5</td>
</tr>
<tr>
<td>Dental outpatients</td>
<td>Gynae/colposcopy, FGH</td>
<td>Ward F1</td>
</tr>
<tr>
<td>Ward G2</td>
<td>Ward 9, FGH</td>
<td>Ward F4a</td>
</tr>
<tr>
<td>FY1 doctors</td>
<td>Dental outpatients, FGH</td>
<td>Ward G2</td>
</tr>
<tr>
<td></td>
<td>Ward 12, FGH</td>
<td>Ward C3/4</td>
</tr>
<tr>
<td></td>
<td>Radiology, FGH</td>
<td>Oral surgery</td>
</tr>
<tr>
<td></td>
<td>MAU, FGH</td>
<td>Radiology</td>
</tr>
<tr>
<td></td>
<td>FY1 doctors</td>
<td>A&amp;E</td>
</tr>
<tr>
<td></td>
<td>Oral surgery, RI</td>
<td>FY1 doctors</td>
</tr>
<tr>
<td></td>
<td>Antenatal ward, RI</td>
<td>Podiatry, NM community</td>
</tr>
<tr>
<td></td>
<td>UCC, RI</td>
<td>Falls prevention, NM community</td>
</tr>
<tr>
<td></td>
<td>CAU, RI</td>
<td>Community</td>
</tr>
<tr>
<td></td>
<td>Eye ward, RI</td>
<td>Macmillan team, NM community</td>
</tr>
<tr>
<td></td>
<td>Endoscopy, RI</td>
<td>Continence team, NM community</td>
</tr>
<tr>
<td></td>
<td>Theatre, RI</td>
<td>Navigation service, NM community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physio, NM community</td>
</tr>
</tbody>
</table>

#### New training trolley introduced

A NEW training and assessment method is now in use at The Royal Oldham Hospital for low acuity new or existing medical devices.

The training trolley is equipped with device specific learning materials, assessment forms, simple instructions, and the device itself! Users are asked to ‘play’ with the equipment in the safety of non-clinical application, use the learning materials to find answers to any questions and when they feel able to, complete the assessment form.

Trials of this new method have produced very positive results, enabling staff to learn about the device at any time of the day or night without having to leave the clinical area.

Sr Francine Hilton said: “A few months ago we had the training trolley on our unit, ward F11. It enabled the team to play about with the machinery and to become familiar with all of the different functions of the Mindray monitor. As a result of having the training trolley on the unit we were able to train staff quickly as it was easily accessible and convenient.”

Devices are specially selected for this new training/assessment method according to the training/assessment requirements and risk rating.

Currently there are two trolleys in use at The Royal Oldham Hospital. They are placed in clinical areas where the medical device team think they will be of greatest benefit. The success of this new approach means that it will be rolled out in the very near future in other Care Organisations.

A member of the medical device governance team will be in touch if/when your clinical area needs one of the training trolleys.
International nursing recruitment

OVER the last few months The Northern Care Alliance Group has been working to bring in more nurses to the organisation.

In recent months over 100 new and experienced nurses have been recruited across the Group through our very successful open days.

This is in addition to the 200+ newly qualified nurses we are expecting to join us in October.

To ensure that we continue to have the numbers of staff we need to deliver the care and compassion that we wish to be recognised for, we are pleased to announce that we will be taking a team out to India in October to recruit high-quality nurses.

ID Medical has many years of experience in international medical recruitment and we have commissioned them to support us to ensure that we secure the best nurses possible for the Alliance.

A small team made up of both Pennine and Salford senior nurses will be travelling to India in early October to conduct face to face interviews. The team will be led by Paul Tipping, divisional nursing director of integrated medicine at North Manchester Care Organisation. We are hoping to recruit an initial intake of 150 nurses. Following this visit we intend to hold regular Skype interviews to encourage further nurses to join us.

Call to Action!

Do you have friends or family living in India with a nursing qualification?

If so, let them know that the recruitment and nursing team will be coming.

Contact Geoff Smith at nursing.recruitment@pat.nhs.uk for information on how to register for the recruitment days which are:

- Saturday 7 October – Interview day 1 Kochi
- Sunday 8 October – Interview day 2 Kochi
- Tuesday 10 October – Interview day Bangalore
- Thursday 12 October- Interviews in Mumbai

Would you like to be involved in supporting our recruits once they join us?

Leaving your friends and family behind to start a new life thousands of miles away can be extremely daunting. We need people to support our new recruits and help them settle in.

We would be especially interested in your help if you are Indian and can speak Bengali, Urdu, Gujarati or other Indian languages. It is essential that our new recruits possess excellent English language skills, however it can be comforting to be able converse in your primary language.

Staff engagement update

Second surveys are in for Cohort Two

AFTER a second diagnostic survey, it was with great delight that the staff engagement team could go back to the pioneer teams with their results.

Overall there was a 4% increase in staff engagement across all eight teams in Cohort two!

Well done to Tracy Ogden and Lisa Ince who are the pioneers for the urgent community care team at Rochdale, who showed a 12.5% increase in staff engagement. This was the largest single increase for one team that has been seen in the programme so far!

The ‘Pass it on event’ for this cohort of pioneers will take place on 7 September. This celebration is where the teams showcase their staff engagement work and talk through the tools they used to senior management, managers and future pioneers.

If you feel that your team could benefit from the programme or you simply want to learn more around staff engagement please contact the staff engagement team at staff.engagement@pat.nhs.uk

SHS and NMGH update - staff briefings

PLANS to create a new Single Hospital Service for the city of Manchester have moved forward following the recent decision by the Competition and Markets Authority (CMA) agreeing to the merger between Central Manchester University Hospitals NHS Trust (CMFT) and University Hospital of South Manchester NHS Foundation Trust. In its final independent report, the CMA has cleared the merger stating that it will lead to substantial benefits for patients.

North Manchester General has a positive and vibrant future where a range of hospital services will still be provided on site and will continue to be connected firmly to its local community, serving a population with complex and chronic health needs. The plan is for the new city Trust, called Manchester University NHS Foundation Trust (MFT), to come into force from 1 October 2017 and for NMGH to integrate with the new Trust around 12-18 months later.

A series of staff briefing sessions for NMGH staff are being held this month to discuss the Single Hospital Service for Manchester and the integration and future of NMGH. Our North Manchester Care Organisation directors will be joined by Peter Blythin, SHS Programme Director, and Silas Nicholls, Deputy Chief Executive of the new MFT.

The sessions will be held in the Post-Grad centre at NMGH and will give staff an update and opportunity for Q&As:

- Monday 11 September (3-4pm)
- Thursday 14 Sept (12pm – 1pm)
- Friday 29 September (12pm – 1pm)
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.

**SEPT TEAM TALK**

**CQC inspection**

THE Trust is due to have an unannounced inspection by the Care Quality Commission (CQC) over the next few weeks. The CQC will undertake a number of unannounced and announced visits across all of our sites as part of its re-inspection process.

The CQC team will want to talk to patients, carers, and staff at all levels about their experiences of care provided, and will also observe everyday activities and the environment. During their visit they may want to review a selection of patient notes to check they are accurate and up-to-date. They will assess if systems and processes operate as per Trust policy, and follow patient pathways.

This is the Trust's opportunity to showcase our good work and the improvements we have made since the CQC's last visit. It is important that all staff are aware of the process to be followed if the CQC arrive in your ward/depot.

Staff should:
- Welcome the inspecting team and ask to see their identification badges.
- Do not allow anyone access without the proper authorisation/identification. (If in any doubt please contact your associate director of nursing/ or divisional manager).

Please notify the relevant divisional director/ nurse director for your Care Organisation using the details below:

**North Manchester**
- Paul Tipping (medicine): 0161 720 2498 (42498); Richard Bulman (surgery): 0161 604 5452 (45452); Deborah Carter (women & children’s): 0161 922 3560 (43560)

**Oldham**
- Sue Anderton (surgery): 0161 627 8991 (78991); Paul Devlin (medicine): 0161 778 1213 (71213); Deborah Carter (women & children’s): 0161 922 3560 (43560)

**Fairfield**
- Jill Stott: 0161 778 3702 (83702)

**Rochdale**
- Victoria Thorne: 01706 517917 (57917)

Further information in preparation for the visit will be provided via the Trust’s intranet page.

**Quality Improvement Strategy 2017-20**

PENNINE Acute’s Oldham, North Manchester and Bury/Rochdale Care Organisations have a new three-year Quality Improvement (QI) Strategy that has four key aims:

- **Aim 1:** No preventable deaths
- **Aim 2:** Continuously seek out and reduce patient harm
- **Aim 3:** Achieve the highest level of reliability for clinical care
- **Aim 4:** Deliver innovative and integrated care close to home which supports and improves health, wellbeing and independent living

We will achieve these aims by focusing on leadership, culture, building staff capability, measurement, operational excellence, and a suite of quality improvement projects and joint learning collaboratives. The key to the QI strategy is working with our frontline staff to collectively solve problems and provide a better service and outcomes to our patients.
Team focus on North Manchester Home Intravenous Therapy Team

The 60 second interview

Ellamae Smith is a staff nurse in the North Manchester home intravenous therapy team (HITT). The team consists of an infectious disease consultant, advanced nurse practitioner/clinical lead, clinical specialist practitioner, specialist staff nurses and pharmacists. They assess, diagnose, prescribe, monitor and treat patients in the community requiring acute sepsis management, re-hydration, and palliative/end of life care. They treat common conditions such as osteomyelitis, cellulitis, urinary tract infections and chest infections, along with more complex conditions like heart failure (IV diuretics), brain/spinal abscesses, complex wound infections and more.

What are the highlights of your job/service?

Preventing hospital admissions and facilitating early discharges, meaning we are able to keep patients at home with their family and prevent hospital acquired infections. We ensure patients receive the most appropriate intravenous access ensuring optimum outcomes. We also work with other hospitals nationally to repatriate patients who are being treated at specialist centres. Some patients will stay with the service for months (post surgery) or years (bronchiectasis) so we really become part of our patients’ lives.

How do you see your role developing?

Our service is always expanding and recently we have received new funding to be able to take step down patients from the wards. They will be treated by us if they have a North Manchester GP or be repatriated by us to an IV service within their own locality. This promotes effective patient flows, financial efficiency and more effective outcomes for the patient (secondary care infections, quality of life), trust (optimised patient flows) and CCG (future admission avoidance).

What aspect of your job/service is the most rewarding?

The continued positive patient feedback we receive and hearing how much our service has been valued by patients, their families and even our colleagues. We provide integrated continuity of care which is pleasing to see everyone working well together in the best interest of the patient. Our patients are involved in their own care direction and management which promotes independence and self-care across North Manchester, which is a particularly challenging health demographic.

What would make your service better?

An efficient and reliable IM&T system, as this can often slow us down. If the IT system was more reliable we could increase our service capacity. Additionally if there were more interfacing IT systems across Manchester we could ensure optimum communication with other neighbouring hospitals and services.

What is the current biggest challenge in your team?

Changing perceptions and ways of working of medical and nursing staff to highlight those more complex patients can be managed in the community, negating the need for admission or prolonged stay in hospital.

How has your job/service changed in the last 12 months?

Since the service commenced two years ago, it has grown and developed in size and capability as we now provide a service that crosses acute and community boundaries within Manchester and beyond. We are currently working on several new innovative pathways that push the boundaries in terms of expanding the scope of IV therapy available in the community. For example we are working on an intravenous fluids pathway for acute sepsis management along with a homeless IV therapy pathway.

What don’t you like about your job/service?

We aim to work in an integrated way with all community and acute services. Our patient population have significant co-morbidities and under the care of many services. Involving every service and communicating effectively across acute and community boundaries can be challenging, especially when IT systems don’t always interface with each other.

A typical day

We start at 8am and use an electronic patient record and scheduling system via our IPADS, which allows us to head directly to patients and work remotely where possible. We can access emails on this device for inbound referrals and will screen the duty mobile for referrals or messages left by patients requiring urgent attention. We liaise with our community colleagues that have IV capabilities and are managing some patients for us like the CRISIS response or active case management team who are providing IV therapy alongside their daily work. We have a nurse in reaching into the hospital to attend wards, A&E, and ambulatory care to capture any patients who do not require hospital admission. The rest of the team will attend to their caseload of patients to assess and deliver IV therapy. We communicate with the external hospitals trying to refer patients. Our advance practitioner and/or consultant will assess and prescribe for any new patients as well as review the current caseload, improving/deteriorating or completing their course of treatment. We continue like this until 8pm, seven days a week.

What word best describes your job/service?

Challenging.
The maternity services at The Royal Oldham Hospital are keen to gain feedback from the families in their care.

The women and children’s division at The Royal Oldham Hospital agreed to sign up to a pilot for six months with Care Opinion to enable women and their families to share their stories about the care that they have received anonymously. This encourages honest feedback and the maternity team have the opportunity to listen to what is being said about the care that they provide and respond directly to the author of the story.

Care Opinion is a non-profit organisation which enables service users to leave feedback on the website for others to view. The stories are sense checked by the organisation to make sure that they are not offensive and are then posted on their website so that health and care organisations can hear what was good about a service or what needs to be improved.

Samantha Whelan has been appointed as the patient experience midwife to take the lead for the pilot and look at quality improvement initiatives to support changes in the maternity services. Samantha collects and responds to feedback via the website and analyses data against the national Friends and Family test to look for any recurring themes and trends. This allows the maternity services staff to use quality improvement methodology to improve the service.

She said: “Our midwives encourage the women to tell their stories via Care Opinion throughout the childbearing continuum.

We have freepost self-sealing Care Opinion leaflets in each of our maternity areas so that the ladies and their families can share their stories. Myself, Deborah Carter, the divisional director for women and children’s and Helen Howard, divisional director of midwifery at The Royal Oldham Hospital are then able to respond to the narratives.

“The majority of the feedback that we have received has been very positive and the women and their families have used Care Opinion as a way of thanking midwives and maternity staff for the care that they have received.”

Following feedback from the women, a new information card for women who use The Royal Oldham’s postnatal ward has been devised. The initiative was developed following feedback from pregnant ladies and new mums who have commented on their experiences at The Royal Oldham Hospital via the Care Opinion website. They said that they needed more information for themselves and their partners who were staying over on the postnatal ward, about the services offered.

Samantha Whelan worked with maternity ward manager Gemma Griffiths, inpatient matron for maternity services Belinda Jackson and midwives on the postnatal ward to gather relevant information to be displayed in a comprehensive ward information sheet, which is now at every new mum’s bedside. Laminated cards are also now left on the ladies’ pillows to inform them if their room has been cleaned whilst they have been away from their bedside.

Helen Howard, director of midwifery, said: “Feedback from our women and families is really important as this can help us to shape the service as we continue to make the required improvements. Care Opinion enables people to provide feedback anonymously and this is a great benefit of the system. Having Samantha to support the project has been a key to ensuring its success.”

Sam Whelan, patient experience midwife is pictured with Sarah Platt, postnatal ward midwife.

HELP-line for patients and relatives

A NEW HELP-line emergency phone number that patients and their relatives can use on wards and departments to get help if they are worried about the care they are receiving (or not receiving), and think that their concerns are not being addressed at ward/department level has been introduced.

What happens when the HELP-line phone is rung?

Staff are available on-call 24/7 to receive calls made to the HELP-line. Once a call is received, staff will visit and review the patient within 30-60 minutes.

Where is HELP-line in place?

Many of our wards/departments advertise the scheme using posters at beds and on ward entrances.

What do I need to do?

It is important that all staff know about the scheme and ensure each bed/cubicule area displays the poster and that the multilingual poster is displayed at your ward/department entrance. Please encourage patients or families to discuss any concerns they have with staff at a local level, but also highlight the option of the HELP-line scheme.

Whose shoes? Maternity engagement event

PREGNANT ladies, anyone who has had recent exposure to maternity services or those who work closely with maternity services at The Royal Oldham Hospital and Rochdale Infirmary are invited to attend a maternity service listening and engagement event.

The Whose Shoes will take place on Thursday 19 October from 12 noon until 3.00pm in Oldham Civic Centre Rock Street Resource Centre, West Street, Oldham.

The event has been developed to bring women and the multidisciplinary team together to make pledges and make changes to improve the maternity service. It will be a fun few hours with lots of discussion and cake!

To book your place at the event email samantha.whelan@pat.nhs.uk
Degrees and new jobs all within a year!

FOUR community staff nurses from North Manchester’s district nursing service are celebrating after completing a degree and all getting new jobs as a result of their studies.

Nichola Hughes, Caren Gibbins, Linda Bailey and Emma Tabner all attended Bolton University to undertake the Specialist Practitioner Degree - District Nursing and successfully graduated this summer.

The district nursing programme which they undertook consists of six modules completed in nine months, totalling a combination of 88 study and 88 in practice days within their place of work. They were supported in practice by practice teachers Jacqueline Mellor, Tracy Atherton and Elaine Sutcliffe and mentors Amanda Murray, Alex McKenzie and Kara Ogden, and they were all described as supporting them to exceptional standards.

Completing the degree in nine months was intense and challenging. Nichola said: “Five modules of the degree are mandatory, with the sixth module being elective. I chose the clinical examination skills module and I admit that it gave me many sleepless nights! However as a dedicated practitioner, you focus all your attention on learning and retaining the information being given to you and then applying this to the assignment or exam.”

Emma also completed the clinical skills examination as part of the elective module, whilst Linda and Caren completed the end of life care module.

Nichola continued: “In making the decision to start on the degree course I wanted to improve my knowledge and understanding of the role of the community specialist practitioner district nurse and to take that knowledge to improve the lives and outcomes for patients within my care. I also wanted to develop my leadership skills, understand and develop the role of leading a team and managing a caseload of patients, leading by example to deliver high quality, responsible and compassionate care.”

The Specialist Practitioner Degree has been evaluated as being crucial to demonstrate innovative ways to be a role model to the colleagues they lead. In addition it nurtures development as reflective critical thinkers who hold a higher sense of judgement, discretion and decision making - all essential in managing increasing complexity of patients in the community.

Nichola, Emma and Linda achieved a first class BSc with honours degree and they now have new jobs as Band 6 district nursing sisters in the North Manchester Integrated Neighbourhood Teams.

She added: “The four of us have been through an amazing experience together and we will continue to support each other through the years to come. We plan to bring our leadership ideas into practice, supported by our team leaders and Jenny Allen, the integrated community nursing manager, so there are certainly more exciting changes to come.”

Thanks on the menu for HMR staff

A ROCHDALE Borough Councillor swapped the chamber for the kitchen when he cooked up a Biryani as a special ‘thank you’ to council and health staff.

Councillor Ifitikhar Ahmed has plenty on his plate as hard working cabinet member for adult services, but found time in his busy schedule to serve up the popular Asian dish.

Staff were invited to enjoy Councillor Ahmed’s culinary skills at Wardleworth Community Centre in July at a curry night as a special thank you after adult care services, in partnership with Pennine Acute Hospitals and HMR CCG, won the ‘health and social care’ award for its pioneering Intermediate Tier Service at the recent Local Government Chronicle awards ceremony.

Councillor Ahmed said: “I wanted to say a huge thank you to staff for all their hard work and there’s no better way to celebrate than with a Biryani. The award was richly deserved. We have a very talented and committed team across the service, which is always a recipe for success. I dished out plenty of praise, along with the very best in Asian cuisine.”

Deborah Lyon, head of service transformation – community and social care, said: “The evening was well attended and enjoyed by all. Shona McCallum, medical director for the Bury/Rochdale Care Organisation, Katie Foster-Greenwood, divisional managing director for HMR division of integrated care and myself attended with colleagues from within our provider partnership in addition to over 20 front line staff. We had a fantastic evening.”

‘Highly motivated’ Kieley is praised

A HEART failure specialist nurse at Fairfield has been praised by grateful patients.

Kieley Lewthwaite was featured in the Nursing Standard magazine after Sharon Heywood praised the care her husband received from her.

Sharon said: “After my 52-year-old husband Dave survived a sudden heart attack he was referred to Kieley Lewthwaite, at Fairfield General Hospital.

“We were anxious and worried when we went to the first appointment but Kieley spent two hours listening to our concerns and answering all our questions – even though it ran into her lunch break. We never felt rushed and left feeling valued and that we were in the safe hands of a highly motivated, skilled and knowledgeable practitioner. She took time to encourage my husband to improve his fitness and well-being.

“I am aware that for a specialist nurse some of these things should be the norm. However, Kieley never fails to smile and takes time to listen to every patient she sees, because she cares. Nurses of this calibre should be recognised and celebrated, and my husband and I feel so grateful to her for her exceptional care, yet we feel these words are not enough.”
Schoolchildren design ‘No Smoking’ posters for hospitals

EAGER young pupils from Blackshaw Lane Primary School in Oldham have designed no smoking posters which will be displayed across the main entrances at each of the Trust’s Care Organisations.

The school organised a poster competition in March 2017 and the four winners were chosen from the entries to have their work published.

This work was part of an on-going partnership between Pennine Acute and the school as in 2016 pupils from the school visited the accident and emergency department, children’s outpatients and the children’s ward, as part of the Children’s Commissioner’s takeover challenge, which gives young people the chance to take over organisations for a day, learn about the world of work and have a say in the decisions that affect them.

The children gave feedback on their visit and highlighted the importance of no smoking outside the hospital entrances. Barry Williams, head of patient experience, said: “It was great to have the students from Blackshaw Lane School join Kathryn Krinks, the interim divisional nurse director and children’s ward staff at The Royal Oldham Hospital to display their amazing no smoking posters, which are in support of the Trust’s continued campaign to provide a smoke free environment and commitment to protect staff, patients and visitors against the effects of secondary smoke.”

The students are the winners of Blackshaw Lane School’s competition to design a no smoking poster, which was at the request of the Trust’s Children and Young People Experience Group, following the students’ feedback after visiting The Royal Oldham Hospital site.

Blackshaw Lane School will continue to work with the Children and Young People Experience Group to build upon the current patient experience initiatives.

Barry continued: “The students’ posters demonstrate a good insight into the harm caused by smoking and really convey the message. The poster went up across the hospitals during August.”

Pictured are Joanne McAllister, patient experience / volunteer service manager; Katy Claber, Barry Williams, head of patient experience with Isla, Elise, Leah and Roman.

Much loved Sister Jackie Meredith retires

A MUCH loved Sister, who describes herself as starting in nursing when Florence was alive, has retired from The Royal Oldham Hospital.

Sr Jackie Meredith has been ward manager on T6 for 15 years and has worked at The Royal Oldham Hospital for the majority of her 30+ years of service.

A professional, approachable, and hard-working individual, Jackie has always gone above and beyond for her team and is considered a friend to many of her past and present staff.

Her colleagues say that she is popular throughout the surgical division and is well respected in other departments. Leading by example, they think that she has a great team of staff around her because of her dedication to her ward and patients.

Have a long and happy retirement Jackie.

Successful studies

CONGRATULATIONS to Tracy Atherton, integrated Neighbourhood Team Leader, Cornerstone Team and Jacqueline Mellor, Practice Mentor, Harpurhey Integrated Neighbourhood Team.

They have both recently been successful in achieving the ‘Advanced Diploma of continuing Professional Development in Teaching and Supporting Learning in Professional Practice’ at Bolton University. This will enable them to facilitate and assess students who are undertaking the BSc (Hons) Community Specialist Practitioner course to become a qualified district nurse competent in managing and leading district nursing teams.

Well done to both of them. It’s a fantastic achievement for themselves and for the district nursing service.
Emma - forever a Fairfielder

FAMILY and friends of Emma Taylor have attended the unveiling of a memorial portrait to the popular healthcare support worker.

Emma worked in theatres at Fairfield from 2012 until 2016 when she sadly passed away following a severe asthma attack.

Her friends and colleagues wanted to remember Emma and so raised money to have a portrait painted of her and displayed in their department’s staff coffee room.

Emma’s granddad, mum, and partner accompanies the portrait says it all – Forever young, forever loved, forever a Fairfielder.”

In memory of Nichola Whipday

IT is with great sadness that we announce the passing away of a very dear friend and colleague.

Nichola first started working in the nuclear medicine department at North Manchester as a clerical officer in June 2007. She very soon became a pivotal part of the team and quickly developed her role to that of senior support worker within two years.

She worked very hard at developing her role and received many comments from grateful patients regarding her kind and caring nature and how much she made them feel at ease.

She was thought of very highly by all of the staff within the nuclear medicine department from the clerical staff, radiographers, manager and consultant radiologist and all of the radiology directorate. She was very much the life and soul of the department and was always the first to organise the social calendar for the department. She loved life, her job, her family and her dog.

Nichola will always be remembered warmly and with much love by all of the staff and will be dearly missed. We offer our sincere condolences to her family at this sad time.

Celebrating Eid with awareness event

SAMOSAS, pakoras, channa chaat and fresh tropical fruit salad were just some of the delights on offer to staff, patients and visitors at North Manchester General Hospital, to mark the end of the Muslim month of Ramadhan.

A Muslim Eid celebration and spiritual care awareness raising event took place near the Gallery restaurant to highlight that the hospital serves a very diverse community and employs staff from different communities.

The event was a great success with everyone enjoying the delicious food which was prepared by the Muslim chaplain for North Manchester, Assia Shah.

Muslim chaplains and volunteers were available to answer questions about Eid and Islam and the role of chaplains was discussed with staff and visitors, clarifying issues for some clinical staff in relation to health and medication during Ramadhan. Chaplains highlighted that they are a multi faith team, coming from a range of professional and cultural backgrounds, providing services to all patients, visitors and staff which includes appropriate religious care, emotional, spiritual and pastoral support and 24 hour on call service for urgent needs.

In the spirit of peace and goodwill during the festival of Eid, a generous donation of toys was again delivered by The Guidance Hub, a Muslim Charity from the community, to the children’s ward. Their faces lit up when they received them and they made a card of thanks which was given to the Charity.

Thought for the month

by Rev Ian Inglia

A CHAPLAIN friend of mine was doing some study for an MA on compassion in the NHS. The three major faith groups in this part of Greater Manchester all hold compassion in high esteem. Jewish and Islamic traditions talk of rahman and rahmah respectively – both derived from a common root in the word for ‘womb’ and mercy/compassion.

In 1998 Lord Darzi said that ‘compassion, dignity and respect’ should be core values in the NHS. Our constitution states “The NHS touches our lives at times of basic human need, when care and compassion are what matter most.”

Many of us in very different roles in the Trust have compassion as one of our main motivations. We want healthcare to have a human face. Compassion needs to be genuine (a spoonful of compassion helps the medicine go down but also helps nudge our patient satisfaction surveys in the right direction).

My friend asks the question, “How do we cope as compassion givers? How do we deal with the situations when we share with people, carrying their load for a while?” He answers this by speaking of the need to forget as being a coping strategy used by nurses and chaplains. A nurse, for example uses caritas oblivion - the grace to forget about a situation (or patient) in order to move on to fresh situations. I think of Homer Simpson, who complains that every time he learns something new, something else falls out of his brain!! I used to think forgetfulness was a sign of aging, stress, or even weakness, but perhaps the danger is if we don’t move on and forget, then we carry the weight of the world upon our shoulders. I’m no Atlas – I cannot do that – I have to learn to lay down burdens so that I can then help shoulder the weight with others who are going through periods of trouble.

Don’t forget to forget!
Celebrating active ageing - staying well, living well for UK Older People’s Day

THE physiotherapy teams know the benefit of using a public health approach for promoting fitness and wellbeing for active ageing.

Building on the success of previous years the team are organising the first ever wellbeing conference for people over 50 to coincide with International Older People’s Day. This innovative event will be held on Friday 13 October from 12.30 - 5pm at the Education Centre, Fairfield General Hospital.

The event will showcase the contribution allied health professionals (AHPs) can make towards active ageing in line with the AHPs into Action agenda, and supports the Greater Manchester Moving Plan to reduce inactivity and social isolation across Greater Manchester.

Bury Council, community and charity organisations are excited to be involved in delivering a packed programme to promote active ageing. There will be a selection of talks, exercise taster sessions and practical health demonstrations as well as opportunities in the one stop marketplace to get advice, information and signposting to local services.

AHPs at the event will include audiology, dietetics, occupational therapy, speech and language therapy, physiotherapy, North West ambulance service and paramedics.

The following week there is an opportunity to attend free functional fitness MOT testing at Radcliffe library on Friday 20 October from 10am – 2pm.

Eighty-one-year-old Alan Mill who attended one of last year’s events, described it as really enjoyable and he had found some useful information about exercise/walk groups in the local area.

For further information about the event contact lucy.knott@pat.nhs.uk or caroline.moss@pat.nhs.uk

Keep up to date about the event on Twitter by following #PATStayWellLiveWell

#PATStayWellLiveWell

Thanks to Allison

ALLISON Keegan has been a dedicated champion for improving nutritional care for the past 27 years at Pennine.

She has been instrumental in the improvement of artificial feeding practices and nutritional care standards and her hard work, expertise and dedication has been acknowledged by the multidisciplinary members of the Trust’s Artificial Nutrition Support Operational group (ANSG).

Allison worked in critical care when she realised she was particularly interested in nutrition. In 1999 whilst working in ICU at NMGH she was involved in the development of the Greater Manchester Critical Care Competency Course (which includes a nutritional module). At this point she ‘was persuaded’ to become more involved in nutritional issues with a specific focus on nasogastric tube safety.

Her passion for nutritional care continued and she joined the Pennine Nutrition Steering Group and the Artificial Nutrition Support operational group who work to improve the safety and quality of nutrition and tube feeding practices for patients across the Trust.

Allison has assisted with the development of Trust-wide nutritional policies and a training programme for nasogastric tubes. She has also helped with the tender process for enteral nutrition products - and she says she “should be awarded an OBE for this alone!!”

Allison has tried to step down from these nutritional groups several times over the years but wanted to support the wonderful ANSG team and so her dedication continued. After the merger of HDU and ICU in 2016 she started working on the joint critical care unit and formally joined the ICU medical team.

This recent change in role has meant she has finally had to resign from many nursing committees including the ANSG.

Her tireless passion for improving nutritional care and artificial feeding practices on wards has been invaluable and deserves huge recognition.

She has told us that “she wants to be buried with a nasogastric tube and her lifelong quest is to find a size 14 polyurethane feeding tube!” She has made many friends along the way, across many disciplines and has enjoyed working with some excellent experts and dedicated professionals.

Dr Klass, chair of the ANSG, and the rest of the multidisciplinary group would like to formally thank Allison for all her work in championing nutrition over the years and wish her well in her on-going role on ICU at NMGH.

Shadow staff governors and APM

THE Pennine Acute Trust Annual Public Meeting (APM) will be held on Wednesday 4 October at Fairfield’s education centre. A drop-in Open Event for the public will start at 3pm and run until 5.30pm. This will then be followed by the formal APM at 6pm which will include a presentation from Group chief executive, Sir David Dalton, and chairman, Mr Jim Potter who will give a review of the last 12 months and the future plans for our Care Organisations. The results of the 2017 Group Shadow Governor Elections will also be announced at the meeting.

Oldham, Rochdale & Bury – Shadow Staff Governors

After a successful nomination period for the Shadow Group Council of Governors, Shadow staff governors have been elected unopposed for Oldham and Bury & Rochdale Care Organisations. Dr Georges Ng Man Kwong and Julia Riley will represent Oldham CO and Amanda Chesney and Margaret Sweetmore will represent Bury & Rochdale CO. They will take up their roles in October after the Annual Public Meeting.

North Manchester – Shadow Staff Governors

Voting is now open for staff at North Manchester Care Organisation to elect their Shadow Staff Governors to the Shadow Group Council of Governors, a subgroup of the Salford Royal Council of Governors. Staff have until Wednesday 13 September at 5pm to vote on who they wish to represent them. Ballots have been sent via email to all staff with a Trust email address (sent from OnlineVoting@Electoralreform.co.uk). Please check your junk email folder. For those who do not have an email address, a paper ballot has been posted. If you have any questions, contact Foundation@srf.nhs.uk
Sister Cynthia Howarth recently celebrated her birthday and also marked the occasion of having worked for the NHS for 40 years, not having a day off sick since 1992!

To recognise her commitment and compassion to patients, relatives and staff alike, she was presented with a bouquet of flowers by Wendy Gapham, assistant director of nursing, clinical support services, on behalf of the Group executive team and the Oldham Care Organisation. Cynthia said she was completely overwhelmed.

Happy retirement Lynn

LYNN Fletcher, health records receptionist retired at the end of August after a combination of 40 year’s service in the NHS.

Her career included working for Rochdale FPC, child health department, personnel department at Birch Hill, plus 32 years in the health records department at Rochdale Infirmary.

Lynn celebrated her retirement with a meal out with friends and colleagues. We all wish her a very happy retirement as she has certainly earned it!

The Greenwoods are celebrating!

ANGELA Greenwood, membership and engagement manager celebrated her 50th birthday on 6 July, daughter Katie who works in the lead employer office at North Manchester, was 21 on 7 August and son Alex, administrator in L&OD at Fairfield was 18 on 2 June. They celebrated with a family and friends holiday in Mexico in June.

In memory of Sylvia Maskew

AFTER being ill for only a short while, Sylvia Maskew, telephonist at The Royal Oldham Hospital switchboard, died peacefully, surrounded by her friends and family.

Sylvia joined the NHS in the late 1970s working on the switchboard at Birch Hill Hospital and later transferred to The Royal Oldham when the switches were centralised. Sylvia retired and then returned to work on the bank. She loved her many cruising holidays and a whisky tipple. She will be sadly missed by who all knew her.

Long service for Russell

IN SEPTEMBER 2017 community podiatrist Russell Cooper celebrates 40 years’ service with the Trust.

During his long career with the NHS he has seen many changes and the latest restructuring with the development of the Local Care Organisation which will integrate health and social care with the City Council could complete the circle as his first post was based at Manchester Town Hall.

Russell continues to make a valuable contribution to the service and has most recently been instrumental in the implementation of the EMIS community IT system.

Happy 18th John

HAPPY 18th birthday to John Hawkins, management accounts assistant. Party time at last! Love from all your colleagues in finance.

Happy 40th Dawn

WISHING a very happy 40th birthday to Dawn Pearson, management accountant. We hope you have a great time celebrating. Love from all your colleagues in finance.

Janet takes flexible retirement

JANET MILLS-COOK, British Heart Foundation heart failure specialist nurse, has retired after 32 years of long service to the NHS.

Alongside this, Janet has nursed and cared to the upmost of diversity, working across Europe and courageously undertaking a tour of Afghanistan nursing with the Territorial Army.

She has developed and run a fantastic heart failure service at North Manchester for 14 years and is returning on flexible retirement to continue. We say that she cannot get enough of the place and the patients!

The 2100 patients that have been supported through Janet’s clinic have wonderful compliments to pay her and we as a team are overwhelmingly grateful that we can keep her. A great big thank you Janet from all your friends, patients and colleagues across the organisation.

Bloomin’ marvellous

STAFF in pre-op assessment at The Royal Oldham Hospital would like to congratulate Charina Dwayre on winning Saddleworth in Bloom 2017 Best Small Garden. Well done, we are all very proud xx
Nominations are now open!

It’s your opportunity to nominate our superstars

Staff Awards for the Oldham, Bury/Rochdale and North Manchester Care Organisations will recognise staff who go that extra mile for patients or colleagues, are an inspiration to others and display our values in everything they do.

- The awards are voted by staff, for staff
- 11 award categories
  - Admin/Secretarial Worker of the Year
  - Allied Health Professional/Technical/Scientific/Social Worker of the Year
  - Doctor of the Year
  - Nurse or Midwife of the Year
  - Support Worker of the Year
  - Team Contribution to Outstanding Care
  - Quality Improvement and Productivity Award
  - Learner of the Year Award
  - Award for Clinical Excellence
  - Leading by Example Award
  - Volunteer of the Year Award
- Everyone can nominate colleagues or teams

Fill in your nominations online by following the link on the homepage of the intranet

This year’s event is set to be a glam and glitzy celebration which will be held at the Sheridan Suite, Manchester, on Friday 17 November with all our Care Organisation superstars revealed on the night.