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Wards hitting over 95% compliance in discharge summaries
Dear colleague,

ON behalf of the Board, we would like to wish everyone, whether you are a member of Trust staff, or reading this magazine as a patient, relative, visitor or a colleague from one of(711,145),(994,987)(226,162),(491,982) our partner agencies, a Happy New Year.

If you are a member of staff, we would like to take this opportunity to thank you and your teams who worked over the festive period; it is, as always, very much appreciated by the Trust and more importantly, by our patients. We hope you managed to take some time out to be with your family and friends during Christmas.

The end of a calendar year and the beginning of a new one is always a good time to reflect on what we as a Trust and as individuals have done and achieved in the past year and, naturally, to think about what challenges we will face this coming year.

Everything that we do from the ward to the Board is focused on providing high quality safe services and in making a real difference to our patients and our local communities. Despite the pressures and demands on our services and the financial challenges we, like other NHS Trusts, are facing, we recognise that staff across all of our sites and those who work in the community continue to go that extra mile in striving to meet national performance standards, whilst at the same time providing and maintaining extremely high standards of care.

There is a real sense of pride here within Pennine, and rightly so. We regularly hear about the excellent care, treatment and support that staff give to those that need our services. It has been humbling and encouraging to note the achievements of staff over the past year highlighted in articles in Pennine News, in the local press, and through the Chief Executive’s Monday Message. Some of the stories and letters we receive from patients clearly demonstrate and reflect the excellent services we provide and how important care and compassion is to our patients. We also are proud to see that on the occasions when things go wrong or care falls short of what we want that our staff do their utmost to learn and improve.

The commitment our staff show every day to enhance the wellbeing and life chances of people should be commended. And we should continue to embrace and recognise the fantastic work our staff do across our services day in day out.

As we begin 2015, let’s take with us our continued pride, compassion, commitment and dedication and remember that it is the people we are and the way we deal with the challenges we face that make our work in the NHS worthwhile and make life better for the people we treat and care for.

We know there are tough challenges ahead and we know we must continue to work together to further improve the way we work and the services we provide. But we are a Trust made up of people who can rise to the challenge.

On behalf of the Board, we would like to thank all staff for your hard work and dedication over the past year. You should be very proud of the important role that you play within the NHS, within this Trust and within your ward or department and the service that you provide.

Best wishes to you and your family for a happy and peaceful 2015.

John Jesky, Chairman

Dr Gillian Fairfield, Chief Executive
A&E at Oldham - making use of generous donations

TWO generous donations are set to benefit patients, relatives and staff at The Royal Oldham Hospital’s A&E department.

The Organ Donation Committee has donated £1,850 to the department and The Royal Oldham Hospital’s League of Friends group has donated £1,679.

The money from the Organ Donation Committee has been split into two beneficiaries, £529 has been spent on children’s bereavement books, and the remaining £1,320 has gone on providing seating for the staff room.

According to the childhood bereavement charity, Winston’s Wish, a child is bereaved of a parent every 22 minutes in the UK. This equates to 24,000 newly bereaved children every year. The staff in A&E therefore wanted to have some resources available to offer practical help and support to bereaved children and their families. The publications will hopefully be of help to parents, family members and health practitioners.

The money donated for the seating area for staff within A&E now ensures that they have somewhere comfortable to sit whilst they have a break, as they do not leave the department during breaks, in case they are needed for a medical emergency.

New seating was also provided in the relatives’ room, courtesy of The League of Friends. A fantastic £1,679 was donated which has ensured that the new room with an adjoining viewing room is now a lovely comfortable place for relatives of critically ill/injured patients and those families who have been suddenly bereaved can sit. It provides an area of calm where relatives can spend time in private and where medical and nursing staff can offer support to families with dignity and respect.

Betty Tomlinson, chair of The Royal Oldham Hospital League of Friends, said: “If someone has to be given bad news or distressing information we think it is very important that it is given in a bright, comfortable and private area. Therefore we were delighted to help facilitate the accident and emergency department in furnishing this relatives’ room.”

Clinical matron Julie Winterbottom said: “On behalf of the staff of the accident and emergency department I would like to thank both the Organ Donation Committee and the League of Friends for their very generous donations which are greatly appreciated.

“The kind donations have enabled us to provide a comfortable, quiet and private environment for patient’s relatives to be cared for at what is a very distressing time for them, and also greatly improve our staff facilities by providing a seating area for them to relax and ‘recharge their batteries’ in comfort during break times.

“Plaques to inform staff and patients’ relatives of the support and generosity that the accident and emergency department has received are displayed in the areas.”

Pictured above, members of The Royal Oldham Hospital League of Friends in the relatives’ room in A&E.

Sharing good practice

TWO members of staff from Oldham have joined their professional colleagues from around the world at the first global conference on emergency nursing and trauma care.

Sr Vanessa Cooke and staff nurse Daniel Adams who work in A&E at The Royal Oldham Hospital travelled to Dublin to attend the four day conference which looked to share the latest research, knowledge, ideas and current developments within nursing and healthcare.

Joining 400 other professionals from all levels of nursing, Vanessa and Daniel attended a rolling programme of presentations.

Vanessa said: “The conference provided a unique opportunity to network with like-minded colleagues from around the globe to share examples of excellence in emergency and trauma nursing care.

“As Danny and I were particularly interested in this field we found the whole experience valuable as we collected new ideas there.

“Danny has already enrolled on a trauma nursing course to provide training in the A&E department and we are also looking at networking opportunities with other departments to exchange good ideas of practice.”
Pennine prepares for Ebola - staff taught correct donning and doffing technique for personal protective equipment

Since the outbreak of the Ebola Virus Disease (EVD) in Guinea in March 2014, a total of 15,113 confirmed cases and 5,480 deaths have been recorded by the WHO in the West African states of Guinea, Liberia, Sierra Leone, Nigeria and Mali.

There have also been travel associated cases in the United States and Spain.

There have been no cases of infection from the virus in the UK although a number of patients have been admitted to various infectious diseases units, including North Manchester General Hospital, but have tested negative for Ebola. However, the Chief Medical Officer confirmed it is likely we will see a handful of cases in the UK in the next three months.

The infectious diseases unit at North Manchester General Hospital, has been identified as the Greater Manchester referral unit for suspected cases that require assessment and diagnosis, prior to transfer to the Royal Free Hospital in London.

The infectious diseases clinical team, together with the infection prevention team and the emergency planning, resilience and response team have collaborated to assess and develop admission pathways for suspected cases and staff protection with personal protective equipment (PPE).

Posters, training presentations and a full training programme so that key staff can practice putting on (donning) and taking off (doffing) the PPE, is rolling out across all hospital sites in emergency departments, emergency admission units, paediatrics and maternity.

Claire Chadwick, lead nurse infection prevention and control, said: “We cannot stress enough how important it is that staff follow the correct donning and doffing procedures and listen to the instructions from their ‘buddy’ who will talk them through the stages that they must follow in the right order.

“A presentation slideshow is available on the Trust Intranet under the emergency planning pages which shows the stages to follow, along with the correct procedure for the process of category A pathogen waste.”

Further table top exercises will be planned, as well as live exercises in emergency and admission departments across the Trust and it is vital that all staff involved in the admission of patients to the hospital ask them about their history of travel to Guinea, Liberia, Sierra Leone and Mali within the last 21 days.

An Ebola task group has also been established which meets weekly to review and progress plans for Ebola preparedness. The group is chaired by the Trust Accountable Emergency Officer (AEO) John Wilkes.

All up to date information and links to other sites are available on the Trust Intranet Ebola webpage.

Staff are pictured in their PPE with a buddy advising the correct procedure for donning and doffing.

Security and fraud - fighting crime together in awareness month

NOVEMBER was security and fraud awareness month within the Trust. Glynis Jones, local security management specialist, and Sue Smith, counter fraud officer, visited each site, handing out posters, leaflets and other literature whilst chatting to staff about security and fraud issues.

The awareness initiative was well received and staff from 115 wards and departments were represented.

Staff are urged to help in the fight against fraud and theft and also to report violence or verbal abuse.

For more information or advice, contact:

- Glynis Jones, local security management specialist, on 0161 656 (7) 1741, Mob: 07790 662468 or email glynis.jones@pat.nhs.uk
- Trust counter fraud officer, on 0161 922 (4) 3549, Mob: 07813 188479

To report fraud in confidence you can also ring the NHS Fraud and Corruption Reporting Line: 0800 028 4060 or report online at www.reportnhsfraud.nhs.uk
Evolve soon to go live

THE Trust’s new electronic document record management system, Evolve, goes live this month in paediatrics, followed by urology, diabetes and stroke. The four clinical specialties put themselves forward last year as ‘early adopters’ of Evolve and clinical staff have been working with the Evolve project team behind the scenes to ensure the new system is fit for purpose, with consultations taking place with specialties as part of a Trust-wide engagement programme.

Evolve is the latest development in the Trust’s move towards paper-light working: from 19 January patients’ paper case notes for paediatrics will be scanned and accessed online through Evolve.

Paediatrics will closely be followed by urology, stroke and diabetes, with all four specialties expected to have case notes on Evolve by the end of April 2015.

In parallel some electronic forms are also being introduced. The system will allow multidisciplinary teams to view historic notes swiftly and securely, wherever they are based. Arun Jain, consultant urologist and urology clinical director, commented: “Key clinical information is already available through HealthViews and being able to view case notes online will move Pennine Acute Trust further towards becoming paper-light.”

Evolve will be rolled out across the Trust during 2015. A training programme is ongoing and staff who have not yet received training can contact Elizabeth.woodcock@pat.nhs.uk. More information about Evolve, including FAQs, is available on the intranet at http://nww.pat.nhs.uk/services-departments/evolve.htm.

Pennine flu link nurses make the difference

THE Trust has trained 100 link nurses to assist in the staff flu vaccination programme this year – many of them are senior nurses who are vaccinating their own staff on their own wards.

The occupational health department have allocated dedicated nursing staff who administer all the flu clinics which provide a drop-in facility in all the Trust hospitals and who also tour departments offering to vaccinate staff whilst they are on duty.

These two arms of the staff flu vaccination campaign are aimed at getting at least 65% of staff vaccinated. This will help protect staff, their patients and their families during the winter months of the flu season.

Some of the link nurses have already vaccinated over 100 staff each. Three of them report their experiences below.

Allan Cordwell, emergency preparedness officer, said: “It’s been challenging at times as some staff still have the misconception that the vaccination makes you ill. However I’ve also found most staff are enlightened and want to protect themselves, their patients and their families and have embraced the vaccination programme.”

Diane Chadderton, community midwife and matron at The Royal Oldham and Rochdale Infirmary says: “I have found vaccinations this year a lot easier to administer. I walk around the clinical areas to administer, and the message of flu vaccine has been well received by staff.”

Anita Blease, divisional nurse manager in surgery said: “I enjoy the role and like to support all my areas and so go round all my wards in one go, alternating the times.”

If you have not yet had the flu jab – please do so as advised by our medical director and chief nurse – flu clinics are listed on the intranet or contact your flu link nurse on your ward.

Wards hitting 95 to 100% on discharge summaries

STAFF across the Trust are celebrating their success in hitting national targets for issuing discharge summaries.

Twenty-two wards achieved the 95% government target, with an amazing 17 wards last month achieving 100% compliance in issuing discharge summaries to GPs within 24 hours.

Teams throughout PAHT have been helping colleagues work towards the national target, with a new discharge summary process being rolled out in August following a successful pilot on AMU, G1, G2, T3, T4, T5 and T6 at The Royal Oldham Hospital. The aim of the rollout was to enforce the creation of discharge summaries prior to the printing of the TTO (to take out). This was to promote patient safety, enhance continuity of care and support compliance.

Training and support was offered throughout and was overseen by Libby Woodcock, EPR training and implementation manager.

Dr Georges Ng Man Kwong, chief clinical information officer, clinical director and consultant chest physician, congratulated staff, adding: “Accurate and timely discharge summaries are vital for high quality patient care as part of safe communication and handover to GPs. All of the teams achieving this critical key clinical performance indicator deserve to be recognised for their hard work and achievement. With IM&T training and support which includes enhancements in the eDischarge template I would now ask clinicians to improve and maintain the quality of all our discharge summaries.”

Wards which have hit the target are:

The Royal Oldham Hospital: A2 – 100%, G1 – 100%, F7 – 96%, F8 – 95%, F9 – 100%, F10 – 100%, F1 – 95%, T3 – 96%

Fairfield General Hospital: Ward 5 – 100%, Ward 6 – 100%, Ward 8 – 95%, Ward 11a – 100%, Ward 11b – 100%, Ward 18 – 100%, Ward 9 – 100%

North Manchester General Hospital: H4 – 100%, J4 – 100%, E1 – 100%, E3 – 100%, I6 – 100%, F6 – 100%
NEONATAL staff at The Royal Oldham Hospital joined their healthcare colleagues across the world to observe an international awareness day in November.

World Prematurity Day is held every year on 17 November and the day looks to raise awareness of the serious issues that premature babies and their families face.

Staff from The Royal Oldham Hospital’s specialist neonatal unit held a special fundraising and awareness event including a craft fair.

Held in the hospital main entrance area, neonatal staff were on hand to meet members of the public and fundraise for their department which is now two years old.

Nicky Park, sister on the neonatal unit at The Royal Oldham Hospital, said: “This is the second year that we have held a fundraising event to coincide with World Prematurity Day and our staff were busy making craft items to sell on our stalls. The items included glass charms, knitted baby badges, loom band purses and fairy and Santa dust bottles.

“We had about 200 people attending, including some families and babies who we had nursed on the unit. The day was a roaring success with children taking part in face painting and decorating Christmas cards, whilst their parents spent money on a tombola and toy raffle.

“The day raised £9,000, with money still coming in. All proceeds will go towards the neonatal unit.”

Representatives from the Blood Bikes Charity and Bliss also attended the event and their mascot visited the children’s unit. The Blood Bikes charity provides urgent out of hours transportation of blood products and similar medical supplies free of charge to the NHS.

Bliss is the UK’s special care baby charity, that helps care for premature and sick babies, supporting families, funding research and campaigning.

Every year 15 million babies worldwide are born too soon and sadly around one million will not survive. There are 60,000 babies born prematurely in the UK.

THREE local children have recently raised money to donate to haematology ward F11 at The Royal Oldham Hospital. Here is the story in their words.

“We came up with the idea of a table top sale outside our house of things we had grown out of such as books and toys (and mums’ handbags!). We had great fun designing flyers which we delivered to our friends and neighbours and were so surprised at how many people came and their generosity.

“We thought about cancer donation as our granddad suffered with cancer. We are sometimes sad as granddad died before we were born, but our mums tell us all about him and our mum/auntie is now well after having thyroid cancer.

“Both our mums work at The Pennine Acute Hospitals NHS Trust so we thought that ward F11 at The Royal Oldham Hospital could buy something to make the patients happy and smile.”

Written by Grace Barrett (age 9), Molly Farmiloe (age 9) and Thomas Farmiloe (age 10).

28 Jan - Infection control presentation with Claire Chadwick, lead nurse infection control and her team. 2pm to 3pm, education centre, The Royal Oldham Hospital.

19 Feb - Irritable bowel disease, liver disease and research presentations with Tina Law, IBD nurse. 2pm to 3pm, education centre, Fairfield General Hospital.
Look good, feel better with Masterclass

TEN ladies undergoing treatment for cancer have attended a make-up and beauty masterclass at The Royal Oldham Hospital.

Hosted by the Look Good Feel Better charity and organised by the Macmillan Information and Support Centre at North Manchester General Hospital, the charity aims to support women suffering the visible side effects of cancer treatment by helping to improve self image and appearance through skin care and make up workshops.

The two hour masterclass saw volunteer beauty professionals take the patients through a specially designed 10-step skincare and make-up regime using a range of skincare products and the patient’s own make-up. They shared techniques for minimising side effects of cancer treatment, such as skin changes, and helped to redraw eyebrows and eyelashes.

One lady who attended the session said: “It was a great morning. I learned loads, had a ball and gained eyebrows!”

Charlotte Brosnan, Macmillan information and support assistant, said: “The event was a great success and the ladies picked up some useful beauty and skin care tips and advice. It was also a fantastic opportunity for them to meet others in a similar situation. It was a real boost for the ladies’ self confidence at such an important time. They thoroughly enjoyed the day and we hope to run another masterclass in the near future.”

Protecting our information - for patients and staff - what’s a SIRO?

INFORMATION is a valuable resource. Its loss can damage reputations and services, its misuse can damage organisations and individuals.

To help protect patient and staff information, and systems, the Trust has a new senior information risk owner or SIRO – Brian Steven, deputy chief executive officer and director of finance (pictured).

The SIRO takes ownership of the organisation’s information risk policy and information risk management strategy. The aim of information risk management is not to eliminate all risk, but to provide a framework in which it can be reliably identified, prioritised and managed, so that the NHS is protected from its potentially adverse consequences.

The SIRO’s key responsibilities are to:

- Oversee the development of an information risk policy, and a strategy for implementing the policy within the existing Information governance framework.
- Take ownership of the risk assessment process for information and cyber security risk, including review of an annual information risk assessment to support and inform the Statement of Internal Control.
- Review and agree action in respect of identified information risks.
- Ensure that the organisation’s approach to information risk is effective in terms of resource, commitment and execution and that this is communicated to all staff.
- Provide a focal point for the resolution and/or discussion of information risk issues.
- Ensure the Board of Directors is adequately briefed on information risk issues.

Vascular and tissue viability teams at UK conference

VASCULAR nurse specialist Debbie Ruff (pictured below left) and tissue viability nurse specialist Angela Clough (below right), presented a poster presentation at Wounds UK conference in Harrogate in November.

The poster was designed to raise awareness of angiosarcomas, a rare and aggressive tumour in a patient with chronic lymphoedema of the lower limb.

The poster was also accepted by the British Journal of Nursing, due to be commissioned in the new year.

Staff training

Staff training and awareness is a critical issue for the effective management of information risk.

- All staff and contractors who have access to personal data must undergo annual information governance (IG) training including information risk awareness.
- The SIRO verifies that a process exists to ensure staff and contractors receive this training on induction and annually thereafter. It is important for all staff to complete their IG mandatory training on an annual basis.

Staff training is available in the following ways:

- The education and training department run regular mandatory training sessions for staff. Please see weekly bulletin or the Intranet for further details - Patient or non-patient handlers’ training sessions can be attended for this module.
- By e-learning via the link on the intranet homepage – click on the ‘I WANT To: Access Information Governance Mandatory Training’ section. Read the slides and answer the quiz which takes approximately 20 mins.
- Poster presentations/ learning boards can also be set up in your wards or departments by arrangement with Christine Tennant in the learning and organisational development department on Tel: 0161 720 2955 (42955).

As new SIRO I would ask for your support in ensuring that PAHT can proudly demonstrate that we take this agenda extremely seriously and that we will ensure a zero breach policy is collectively endorsed and implemented.

BRIAN STEVEN
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.

Team Talk

A&E pressures and performance

PRESSURE and demand on our A&Es and UCC remain high. At its November Board meeting, the Trust Board discussed and acknowledged the current pressures and the huge amount of work by staff in efforts to treat patients in a timely manner and to meet the emergency national standards. The Trust achieved the A&E 4 hour emergency access standard for Q1 and Q2 this year which is an excellent achievement and a reflection of the hard work and commitment by all staff, not only in A&E but across wards and departments such as radiology, physiotherapy and pharmacy. However, in the last three months, performance across all sites has deteriorated. In addition to the increased numbers of patients attending A&E, delayed discharges remain high. Inpatient bed pressures are also high with high bed occupancy. The Trust did not achieve the 4 hour standard for October. It is now highly unlikely the Trust will achieve Q3 without a concerted effort from all teams. This is possible as was demonstrated at the end of Q2. It is essential that all site teams work together in order to prioritise patient safety and performance as they are intrinsically linked. This can only be achieved by all directorates and teams working together on each site ensuring patient flow from A&E through to discharge. The Trust is also continuing to work closely with our commissioners (CCGs) and local authorities to support patients in the community and to improve patient flow through and out of our hospitals.

Senior manager appointments

CHIEF executive Dr Gillian Fairfield has made a number of key appointments to the senior management team, many of which will commence in post in the new year. These include: Jon Lenney who has been appointed as new executive director of workforce and organisational development and starts on 1st February; Kimberley Salmon-Jamieson appointed to deputy chief nurse and will start at the beginning of January; Ursula Martin has been appointed to the post of director of clinical governance and will start in January; Sandra Good our current FT programme director will be taking on the role of director of strategy and commercial development from 1 January; Steve Brooks has been appointed as head of commercial development; and Nadine Armitage has been appointed as head of partnerships. Dr May Moonan has been appointed as new director of service improvement and will start at the Trust on 1 April. From 1st December 2014, Jo Keogh and Dr Gaity Ahmad jointly took up the post of joint divisional directors for women and children’s for an 18 month period. They are undertaking this as an innovative job share role.

Finance - cost controls

ALL staff should be aware of the financial challenge facing the Trust and the cost savings we must make by the end of this financial year to achieve our Cost Improvement Programme (CIP) target and to meet our financial forecast. We all have a stake and a role to play in delivery. As part of the CIP programme we need to not only reduce the variation in what we already do, but also tighten controls to reduce spend on temporary staffing and discretionary non-pay. The Trust is rolling out an action plan targeting these areas of expenditure which are easy to reduce quickly and will not impact on our ability to deliver high quality and safe services. There are two key areas of focus in terms of reduced spend over the final four months of the financial year:

- Reduced bank and agency use, in particular in non-clinical areas
- Reduced expenditure on discretionary non-pay, such as taxi use and purchase of IT equipment.

Action is required from every individual within the Trust in order to reduce expenditure as follows:

- Review holiday rotas to minimise the need for bank and agency staff
- Request temporary staff through the bank office in the first instance
- Use the shuttle buses for all travel and transport between sites
- Reuse IT equipment and furniture where possible
- Discuss and gain approval of divisional/departmental leads prior to requesting for all temporary staff and discretionary non-pay expenditure

The senior management team will be putting in place tools to support teams e.g. a ward budget tool, new expenditure approval processes etc. The Board recognises the great work staff have done so far in making efficiencies whilst delivering good quality patient care.
Mary Leggett is an active case manager in the North Manchester community active case management team who works in the community visiting patients in their place of residency. Active case managers manage an individual patient caseload, working as a person’s key worker. The service provides a case management approach to care planning for people living with old age frailty and long term conditions involving patients and families in decisions around what is important to them within agreed care planning.

The active case managers are based within four community neighbourhoods within primary health care centres - Harpurhey, Victoria Mill, Cornerstones and Cheetham. The active case management service works as part of North Manchester integrated neighbourhood care (NMINC), whilst also being involved within the wider integrated care strategies to Living Longer Living Better (LLLB) and Healthier Together supporting the Trust quality strategy 2013-18.

For more information about the service contact Madeleine Bevan, clinical lead active case management service, on 07811125647 or madeleine.bevan@pat.nhs.uk

A typical day
The team start work at 8.30am within the four neighbourhood care teams and look at planned visits in the electronic diary and plan the day around patient home visits. We also liaise with colleagues for the buddy system for safety in lone working.

During home visits we work with patients and their families to review, monitor and support action plans whilst providing education and agreeing the next home visit.

We also input activities on the Lorenzo electronic system, liaise with the multidisciplinary team for referrals and attend integrated multidisciplinary (NMINC) meetings at GP practices.
**Keep tracking those notes!**

Casenotes for patient attendances at Pennine Acute from October 2013 to September 2014

HOSPITAL casenotes are needed for appropriate patient care for inpatient, day case and outpatient attendances.

From statistics provided by the information department, for October 2013 to September 2014, the total number of patient attendances was 643,009.

Casenotes were located and provided for 99.86% of these attendances. The number of casenotes that could not be provided for these attendances was 883 which represents 0.14% of the total number of attendances.

Sandra Rushton, health records lead, said:
“Everyone handling casenotes is responsible for tracking the location of the casenotes on the Patient Administration System (PAS) in real time to enable casenotes to be located.

“If anyone does not have access to PAS to track the location of the casenotes, please ask someone who does, to track the casenotes for you. This enables casenotes to be located for patient care.

“Thank you to those of you who do track accurately and help us achieve over 99% availability of casenotes to improve patient safety.”

Pennine’s pioneering porters are now online

DECEMBER saw the introduction of the newly developed, bespoke, online Pennine Portering Request System (PPRS). The system went live on 15 December, with trials being held throughout various wards and departments prior to that. All requests for a porter must now be made using the new system.

Dan Reason, site services manager and lead for the project, said that it has already had a positive impact on patient care by reducing response times for completing patient movement and providing an enhanced level of work planning for the portering services management team. He said: “We hope that an enhanced portering service will help with patient flow through our hospitals, and ultimately improve the patient experience.”

Feedback from users has been positive with Sister Gail Tann from the surgical triage unit at NMGH saying the system is “very impressive, ensuring the service is both prompt and efficient.” She said that her staff, and the portering staff that she has spoken to, are all happy with the system, and that she has already noticed a difference to the portering service provided.

To book a porter, click on the PPRS icon on your desktop. For further information or to access the user guide, please visit the portering section on the Trust intranet.

**Accident & Emergency Entrance**

A&E porters scoop health award in Pride in Oldham awards

THE porters in the A&E department at The Royal Oldham Hospital are celebrating after they won the health worker award at the Oldham Chronicle Pride in Oldham awards.

The team of eight were nominated by the department's cleaning staff.

Chris Ransted and Trevor Barker collected the award from Oldham East and Saddleworth MP Debbie Abrahams. Trevor said: “I’m shaken, I’m absolutely shaken. It’s nice to be recognised at last. We didn’t think we would get it. It’s wonderful to be nominated. People appreciate all the help we give them.”

Debbie Abrahams MP said: “I always love coming to the Pride in Oldham awards. It really shows Oldham at its best. What people have done for their communities, bringing us all together, it’s fantastic. It’s absolutely wonderful to be here.”

Tony Brown and Russell Berry, who work at The Royal Oldham Hospital’s information desk, were among the finalists, nominated for being the first port of call for hospital visitors. Tony said: “It feels absolutely brilliant. It’s nice to be appreciated. This nomination is for all the hospital, all the workers, all the nurses and doctors who make that contribution. I think they should all be nominated.”

Tony and Russell are pictured right at the awards ceremony.
How healthy are you? Staff encouraged to take health steps

STAFF at Pennine Acute Trust were given the opportunity to identify potential health risks and make important and informed lifestyle choices during a series of special health and wellbeing events.

With involvement from the healthy weight management team, physiotherapy, Macmillan and the Trust’s counselling service, as well as participation from Transport for Greater Manchester (TfGM) and First Greater Manchester Buses, the health, wellbeing, sustainability and travel event was the first of its kind at the Trust, with hopefully more to follow.

Staff were able to take away information and educational material on a variety of issues from smoking cessation, alcohol and cancer awareness, stress management and the benefits of getting active.

Health professionals were on hand to talk about the new fast track physiotherapy and psychological services introduced for staff, as well as getting advice and information on healthy eating and weight management.

Those staff who completed the TfGM travel survey in advance, or on the day, received individual personalised travel plans and goodies including a pedometer, high visibility vest, free bus or Metrolink tickets.

Michelle Waite, health and wellbeing programme manager, said: “The events linked in with national initiatives such as Movember, to raise awareness of men’s health issues including prostate and testicular cancer, as well as national stress awareness day and anti-bullying week. The event was the first step in getting staff involved in taking notice of their own health and wellbeing.

“Given the recent publication of the NHS Five Year Forward View, the event highlighted the Trust’s commitment to prioritise the health and wellbeing of its staff and the importance of preventing avoidable illnesses.

“Working with the occupational health and wellbeing service, the focus is on helping the Trust achieve its strategic goal.

New year, new you - go dry in January

WHY not join in with the national campaign ‘Dry January’ in association with Alcohol Concern? The aim is to start a new conversation about alcohol. The challenge is to go booze free for 31 days which will be a chance to lose weight, feel better, save money and make a difference. For more information on ‘New Year, New You’ visit the Trust health & wellbeing intranet pages under Workforce.

Healthy ideas

If you have any suggestions or ideas for initiatives / support which will improve the health and wellbeing of yourself and your colleagues please email michelle.waite@pat.nhs.uk

‘Employer of Choice. We will value and respect our staff and nurture their skills and talents to provide the best care’. Our staff are our greatest asset and many of the Trust employees are local residents. By helping them to improve their health and wellbeing it will also result in a healthier local population. In addition our staff, via their friends, families and patient contacts, have significant opportunities to influence the health and wellbeing of others.”
THE Pennine Acute Hospitals NHS Trust has been recognised as Silver Award holder under the government’s new Employer Recognition Scheme for supporting the Reserve Forces.

The Trust was one of nine organisations receiving certificates signed by the Secretary of State for Defence and the Chief of the Defence Staff, including: Cheshire West and Chester Council, DWF LLP, Eddie Stobart, North West Ambulance Service NHS Trust, North West Inshore Fisheries Conservation Authority, The Environment Agency, Trafford Council and United Utilities.

Joanne Moore, divisional director for medicine at the Trust, received the prestigious award on behalf of the Trust from Mrs Abila Pointing MBE DL, High Sheriff of Merseyside, and Colonel Mark Underhill, Chief Executive of the North West of England and the Isle of Man Reserve Forces’ and Cadets’ Association, during a special evening event at Naval Regional Command North of England in Liverpool celebrating the support given by employers to Reservists in the region.

Just nine employers from across the region, out of 500 which were nominated nationally, were successfully in winning the award.

Colonel Mark Underhill, Chief Executive of the North West of England and the Isle of Man Reserve Forces’ and Cadets’ Association, said: “NW RFCA, on behalf of the Ministry of Defence, is honoured to be able to recognise the level of support and commitment given to the Armed Forces by organisations in the region. Each recipient has demonstrated not only that they value the ethos of the Armed Forces but also that they are prepared to help Reservists, former servicemen and women and Cadet Force Adult Volunteers in the workplace. The experiences gained through service with the Reserve Forces or volunteering with the Cadet organisations equip individuals with invaluable life skills – motivation, self-discipline, confidence, communication, teamwork and leadership – all of which make a positive contribution to any organisation.”

Joanne Moore, divisional director for medicine at the Trust (pictured) said: “The Trust fully supports our brave, dedicated and highly skilled staff who choose to volunteer with 207 (Manchester) Field Hospital (Volunteers) Medical Services Unit. We recognise and applaud the vitally important role that our staff bring to the reservist unit and, in turn, the experience, skills and qualities that our staff develop from their involvement that can be offered and transferred to colleagues to develop the services we provide to patients across our hospitals and services. This Silver Award is a great honour and we are delighted and extremely proud to be recognised for supporting the Reserved Forces.”

Crossing the bridge from student to work

A FORMER student at New Bridge School and at The Royal Oldham Hospital has shown just how much confidence and experience a work placement at Pennine Acute has given her.

Corrine Widdowson (pictured), who was part of the first cohort of students from New Bridge School in Oldham in 2010, to The Royal Oldham Hospital, on the Bridging the Gap placement scheme, has spoken about her experience to over 70 delegates in Bristol.

The Bridging the Gap scheme at The Royal Oldham involves students doing three different, full-time work placements during the academic year in departments such as pharmacy, laundry and catering services.

Each lasts 10 to 12 weeks and the pupils also do some classroom work in literacy, numeracy and employability skills. Students are selected for their social/ emotional maturity and independence, rather than academic ability, and a New Bridge teacher is based permanently on site.

Taking part in the two day conference ‘Building Understandings: a child, youth, family and disability conference’, Corrine, along with current students talked about how the placement had helped her confidence grow and saw her succeed in working in a permanent job as a front line receptionist at the school.

Invited to take part in the conference by Dr Katherine Runswick-Cole, senior research fellow in disability studies and psychology at Manchester Metropolitan University, she was impressed by the students after she had visited them as part of a research project looking into how people with learning disabilities are faring in the big society.

She said: “We were so excited to welcome students from Bridging the Gap to be keynotes at the Child, Youth, Family & Disability Conference at the University of the West of England in Bristol. The students are a credit to the project and to themselves. They clearly learn from and bring so much to their placements at The Royal Oldham Hospital. This is a great initiative that is changing the lives of young people and those they work alongside.”

Also involved in the conference was Katie Harris and Reece Leach. Katie was on placement in the laundry and ward T3 at The Royal Oldham Hospital and spoke about her experiences and the positive effect being at the hospital had had on her confidence, employability skills and maturity.

Reece who worked with the porters spoke with confidence about the difference the placement had made to his life in terms of independence and confidence. He highlighted his pride as being part of a team where he was trusted to work independently and given some responsibility.

Dr Tillie Curren, senior lecturer, Department of Health, Community and Policy Studies, University of West of England was overwhelmed by the young people and gave this feedback: “Thank you so much for coming and sharing your project - we were very impressed by hearing first hand how much placements were enjoyed and how they have resulted in jobs with responsibility and respect. It was useful to hear how staff prepared and supported the project and directly hearing what it was like we could see its value for ourselves.”

Following their presentation, the students were inundated with questions and requests to come and see the project working.
A ‘saint’ doctor earns national recognition

A CONSULTANT whose name and reputation go before him has been honoured with a national award.

Dr Salah Kouta, consultant physician with a special interest in diabetes and endocrinology received an exceptional service award from The Encephalitis Society, for his care and treatment of a patient from Rochdale.

Eileen Pickup nominated Dr Kouta for what she describes as his warmth, charm and tremendous enthusiasm and energy which inspires everyone.

She said: “Dr Kouta saved my life in 2011 when no-one else believed I was going to survive encephalitis.

“After having it for six months before a diagnosis was made, I collapsed at a civic event. I remember very little about those six months and remember nothing about my emergency admission to Rochdale Infirmary and then my transfer to Fairfield General Hospital, where I am told I was in intensive care and the high dependency unit for several days.

“When I eventually started to regain consciousness I remember I could hear voices but I was not able to communicate in any way. The ‘voices’ were talking about my ‘survival’, ‘possible brain damage’ if I did come round and one voice in particular (which I came to recognise later as Dr Kouta) saying over and over again ‘I’ll just try this’ and ‘I’ll have another go at this.’

“I was aware of a lot of ‘wires’ and ‘the voice’ seemed to be fiddling with them. I remember thinking ‘someone’s working hard (for me).’ After that I remember nothing more until I awoke, still unable to communicate but more conscious of where I was (in hospital but no idea where or why). I had the most horrendous hallucinations but eventually awoke one morning feeling more clear headed and able to move my limbs.

“I was then moved into a large ward and for the first time that I remember came face to face with the man who has now become my ‘saviour’ Dr Kouta. He and his team worked tirelessly to get me right and after physiotherapy and exercise with lots of TLC from ALL the staff I was allowed home – fully recovered with no brain damage.”

Dr Kouta has now looked after Mrs Pickup for the last two years in his follow-up clinic where Eileen has continued her praise of him. “Everyone agrees that he is not only a lovely man but a ‘giant’ in his special field which thankfully for me includes an in-depth knowledge of encephalitis and its implications.

“I know for certain that I would not be here now approaching my 80th birthday were it not for his tireless persistence and determination and skill to bring me round and because of his unfailing courtesy and genuine kindness to all his patients he has earned the name ‘Saint Kouta’.”

The award given by The Encephalitis Society is given in recognition of exceptional service by individuals within the health, education and social care services.

Dr Kouta said: “The greatest reward in my job is in achieving excellent and successful outcomes regarding the management of patients who are either admitted or referred to the hospital for further treatment. Most of these patients are complex patients with multiple medical problems and they are very unwell. Therefore it is a great achievement to see these patients recovering and back to their normal health.

“It is great to have a positive feedback from the hard work doctors and all staff are doing day in, day out, in order to save lives and improve the health of members of our community. I feel this award is directed to everyone at Fairfield General Hospital and The Pennine Acute Hospitals NHS Trust who all work very hard to improve patient care.”

Encephalitis is inflammation of the brain which is caused by an infection invading the brain or through the immune system attacking the brain in error.

Dr Kouta is pictured with the deputy Mayor of Rochdale, Councillor Syinda Blant and Eileen Pickup.
Dish of the day with patient food tasting session

A PATIENT menu review was held at the Broad Oak Restaurant, Fairfield General Hospital on November 13th to gather opinions and ideas on how to improve patient menus at Pennine Acute hospitals.

The assessment day, hosted by Pam Miller, deputy director for estates & facilities; Angela Greenhalgh, catering manager - Fairfield, and Steve Lowe, catering manager - The Royal Oldham, was designed to help the catering department listen to patients’ views on existing dishes and gather ideas on how to improve the menu.

“Many of the recipes haven’t changed in a number of years, so we’re looking for ideas for new dishes we can incorporate into the new menu,” explained Steve Lowe.

Patient assessors and Trust staff were invited to sample a range of hot and cold dishes currently on the patient menus, providing feedback and suggestions on how to improve the existing dishes, while suggesting ideas for new dishes, from soups and salads, meat and vegetarian dishes to sandwiches and desserts.

In general, the feedback from the assessors on the current food was very positive, with particular praise given to the vegetarian options, sandwiches and the presentation of cold salads. Some of the negative comments included too much salt in several dishes and a lack of herbs and spices.

Suggestions for new dishes included traditional favourites such as fish and chips, cottage pie and jam roly poly; to more international flavours such as Spanish omelette, lamb tagine and even kangaroo stew!

The ideas generated from the assessment day will be used when the menus are changed in the new year. Similar assessment days are currently being planned for The Royal Oldham and North Manchester.

Research and development team finalists at HSJ awards

THE research and development team at the Trust attended the Health Service Journal (HSJ) awards event in November.

Although the team didn’t win the overall award, they attended as finalists in the clinical research impact category, after beating off fierce competition nationally to be shortlisted from a record 1300 entries, the highest ever in the awards history.

Dr Steve Woby, director of research and development at the Trust, said: “Over the past year we have worked incredibly hard to deliver a number of key initiatives aimed at integrating research into the core NHS business of the Trust and ensuring that we provide research opportunities for as many of our patients as possible. We are extremely proud of what we have accomplished and feel absolutely delighted and honoured at being shortlisted for the highly coveted HSJ award.”
New support group set up for patients with Addison’s disease

PATIENTS with a rare disorder of the adrenal glands can now get expert advice from a support group set up especially for them.

The Pennine Acute Trust’s Addison group was launched in September following a need to educate and support patients with the condition.

Addison’s disease, also known as primary adrenal insufficiency or hypoadrenalism affects the production of two essential hormones called cortisol and aldosterone. 

The adrenal glands are two small, pyramid-shaped glands that sit on top of the kidneys. Each gland has inner and outer layers, which have separate functions – the inner area (medulla) produces the hormone adrenaline and the outer layer (cortex) produces the hormones cortisol and aldosterone. In Addison’s disease, the adrenal cortex is damaged and not enough cortisol and aldosterone are produced. 

Early stage symptoms of Addison’s disease are similar to other more common health conditions such as depression or flu and patients may experience fatigue, muscle weakness, low mood, loss of appetite and unintentional weight loss and increased thirst. Over time these problems may become more severe and further symptoms such as dizziness, fainting, cramps and exhaustion may be experienced.

Karen Hallett, endocrine specialist nurse, said: “I regularly see patients in clinics for steroid education across the four sites of The Pennine Acute Hospitals NHS Trust at North Manchester General Hospital, The Royal Oldham Hospital, Rochdale Infirmary and Fairfield General Hospital in Bury. Some of these patients have Addison’s disease and they need advice and support in the management of their condition and what to do when they have ‘sick days’.

“A number of patients had already told me that they had never met anyone else with the disease and so I realised that it would be of huge benefit to them to meet other people with the same condition so that they could share experiences, and we could also hold educational sessions. 

“Over 40 people attended the first meeting which was organised in liaison with the national Addison’s Disease Self Help Group. Patients travelled from all over the north west and listened to Dr Kouta, consultant in diabetes and endocrinology, deliver a session explaining what the disease was, and answer patients’ questions and concerns. “

The group was praised by the patients who commented on the positive engagement that came from it. Julie Cullane from Rossendale said: “The meeting was a fantastic opportunity to learn more about our rare medical condition, refresh our knowledge on ‘sick day rules’ and the injection technique and, most importantly, to develop and strengthen relationships with the medical professionals outside of clinic time."

About 8,400 people in the UK have Addison’s disease. It can affect people of any age, although it’s most common between the ages of 30 and 50. It is also more common in women than men.

Addison’s disease is treated with medication to replace the missing hormones which needs to be taken for the rest of the patient’s life. With treatment, symptoms of Addison’s disease can largely be controlled and most people with the condition live a normal, healthy life. However there is a risk of a sudden worsening of symptoms called an adrenal crisis. This can happen when the levels of cortisol in the body fall significantly. An adrenal crisis is a medical emergency and if left untreated, it can be fatal.

For more information contact Julie.owen@pat.nhs.uk or ring 83228.

Singing to the tune of happiness

MEMBERS of staff who want to join Pennine Acute Trust’s Rock Choir can sign up to the next term of workplace singing lessons now!

Led by local Rock Choir leader Phil Reynolds, the choir was first formed in March 2014 and gives staff members from all the Trust sites and community services, the opportunity to sing Gospel, Motown, pop and chart songs without the need to audition, read music, or have any previous singing experience.

Pennine Acute Rock Choir member Angela Barrett, professional manager, physiotherapy, said: “I love being part of the NHS Rock Choir. It’s a great opportunity to meet staff from other areas and there is no audition to join it.”

Zoe Cook, professional head, nutrition and dietetics, said: “I love to see the look of astonishment on my kid’s faces when I sing songs they know! It is a great opportunity to wind down at the end of the week and sing out some of that pent up energy, and it leaves you with a warm glow. I have met some really nice people from all over the Trust who I previously would never have come into contact with. It’s fun, relaxed and if you like singing but think you can’t, you’ll be in good company!”

The choir meets every Thursday evening from 6-7pm in the education centre at The Royal Oldham Hospital. The next term starts on Thursday 15 January 2015. Members sign up for 10 week terms at the subsidised rate of £40 per term. Cheques need to be made payable to The Pennine Acute Hospitals NHS Trust.

For more information contact Julie.owen@pat.nhs.uk or ring 83228.

Festive help from League of Friends

THE Royal Oldham Hospital League of Friends spread some festive cheer at the hospital when they handed out donations of £100 towards G1, F11 and A2. They also donated two Christmas trees to ward G1.
Staff noticeboard

Helen moves on to pastures new

THE tissue viability team would like to wish the Trust’s lymphoedema nurse Helen Readie, a fond farewell as she moves on to a new role in Yorkshire.

Helen has worked in the Trust for 12 years running a single handed service for patients with swollen limbs.

She was highly regarded by her colleagues and patients and has received many lovely messages of appreciation. Helen will be sorely missed, she was a fantastic role model for nursing and lymphoedema services.

A hairy moment for charity

A PORTER at The Royal Oldham Hospital had a hairy month for charity in November.

Brian Timmins took part in the national Movember challenge which saw him raise £319.20 for MacMillan Cancer.

Thanks to the portering and ante natal staff for helping him to raise the money.

Happy 60th

HAPPY 60th birthday to Lesley Lyon who works in the cardio respiratory lab at Fairfield.

Lesley celebrated the ‘big’ birthday on 4 December whilst sunning herself in Tenerife!

Lots of love from all your friends in cardio respiratory xxx

Farewell Ivy

IVY Owen from the orthotics department at Rochdale Infirmary retired from the Trust on 31 December.

All her friends, colleagues and patients would like to wish her a much deserved long and happy retirement. Ivy will be leaving us to spend more time with her grandchildren, but will be starting the fun by jetting off to Dubai in January. We will miss you so much Ivy.

Mandy’s 50!

DIANE, Sandy and all her friends on ward F6 at North Manchester, wish staff nurse Amanda Davies, a great 50th birthday.

We wish you sunshine all the way Mandy.

Happy 50th Julie

FRIENDS and colleagues of Julie Jackson would like to wish her a very happy 50th birthday.

Julie is a healthcare assistant on the clinical assessment unit at Rochdale Infirmary.

Staff from the CAU and the Oasis unit wish her well.

Well done Julie

NORTH Manchester General Hospital theatre staff would like to say congratulations to sister Julie Barber who has successfully completed the IOSH course (Institute of Occupational Health and Safety) - she is now an official health and safety representative!

Well done Julie and thank you for all your hard work and the extra time you gave to study for the qualification. The whole team is proud of you.

Academic success in pathology

EIGHT members of microbiology staff are celebrating after completing their degrees and Masters.

Specialist biomedical scientists Aaron Baxter, Justine Hulme and Louisa Williamson passed their biomedical science MSc; associate practitioners Lesley Dawson, Suzanne Dutton, Matthew Sidorczuk, Natalie Walton and placement bursary student Towela Mzumara passed their biomedical science BSc.

All the group have worked very hard over the past four years and have gained much valuable new knowledge with research undertaken providing the department and Trust with important information. Well done to them all in their success and in their future careers.

Pictured back row, left to right: Suzanne Dutton, Justine Hulme, Lesley Dawson and Natalie Walton. Front row, Aaron Baxter and Matthew Sidorczuk.