Pride in Pennine
Celebrating Success
Introduction

We are developing a real sense of pride here at Pennine. You only have to read my Monday Message, Pennine News, and the hundreds of compliments, letters and thank-you cards we receive that reflect the excellent services we provide and how important care and compassion is to our patients.

This is a reflection of all the hard work and commitment shown everyday by our staff. We should all be extremely proud of what we have done as part of our journey to make this Trust an excellent place to receive healthcare for our patients, and also a great place to work.

Despite the pressures and demands on our services and the financial challenges we, like other NHS Trusts, continue to face, 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 performance targets, whilst at the same time providing and maintaining extremely high standards of care with compassion, dignity and respect. Without the skill and dedication of our staff we would not be able to provide quality healthcare to our patients and their families. The following pages are a testament to your efforts.

Thank you,

Dr Gillian Fairfield, Chief Executive
We have signed up to this national social media campaign in early 2015 and it is now used by our staff when speaking with patients and their families as part of our quality plan.

Our specialist stroke unit at Fairfield is now the best performing hyper-acute stroke unit in the country according to Sentinel Stroke National Audit Programme (SSNAP) data gathered by the Royal College of Physicians in June 2015.

We completed our new purpose built 500 space staff car park at The Royal Oldham Hospital in August 2015, thereby creating additional spaces for patients and their families closer to the hospital.

We have partnered with LloydsPharmacy to trial an innovative new pharmacy-led clinic at our busy North Manchester General Hospital accident and emergency department.

We were the first Trust in the UK to go live with electronic prescribing across 100 wards, training over 5,000 staff.

We have partnered with Maggie’s, the charity that offers support to people with cancer, to build a new centre in the grounds of The Royal Oldham Hospital.

We are making our wards and clinical areas dementia-friendly across all of our hospital sites.

We have recruited 24 new midwives and 40 whole time equivalent healthcare support workers.
We have invested in improving and enhancing our critical care unit at North Manchester General Hospital.

We have been successful in signing up the first patient in the UK to an international clinical research trial on diabetes. The FIGARO trial is seeking to evaluate whether the drug Finerenone is effective and safe in treating patients with Type 2 diabetes.

We have expanded our centralised acute stroke services to seven day working.

Our clinical staff in our community services have developed a new palliative care service in North Manchester that is a seven day service.

We have over 900 volunteers, 573 of whom actively support our staff.

In August 2014, our staff and our regional Infectious Diseases Unit at NMGH initiated actions in response to the Ebola crisis in West Africa. Our response was recognised both locally and regionally as an example of good practice and has been shared with other Trusts and local authorities.

We provide an intermediate care facility and an integrated health and social care discharge unit at North Manchester General Hospital, developed in partnership with Manchester City Council and North Manchester CCG which brings medical and social care staff into one team.

Celebrity chef James Martin worked with our chefs and patients to improve meal services on our children’s ward at The Royal Oldham Hospital.
We have introduced pharmacy ward based discharge teams at Fairfield General Hospital.

We have invested in a Trust wide move from paper patient records to an electronic documentation system.

The Trust and HMR CCG have partnered to invest £7.2M into an intermediate care tier and community service for Rochdale borough residents which has a specific aim of reducing unnecessary hospital admissions and speeding up discharges.

Our Oasis Unit at Rochdale Infirmary, which opened in 2014, is a new purpose built medical facility for people living with dementia, believed to be the first of its kind in a hospital setting in England.

We have formed a global partnership with the University of Salford and international charity M’Lop Tapang to share clinical expertise to help Cambodian street kids.

The North Manchester General Hospital Memorial Garden was developed in partnership with the Prince’s Trust.

In August 2015 we formed a clinical council of staff to advise and contribute to the Trust’s strategic direction and policy.

We opened a Senior Persons’ Resilience and Independence Team (Sprint) unit at The Royal Oldham Hospital.

Our new North Manchester Community Assessment Support Service (CASS) offer reablement and intermediate care services to patients returning home from hospital, which means they receive truly integrated health and social care in the community.

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Working with our local CCG for Heywood, Middleton and Rochdale, we have purchased Rempods – full size pop up themed canvasses such as a 1960’s living room, potting shed and beach scene - to encourage patients with dementia to reminisce and engage in conversation.
We have developed and implemented a maternity services improvement programme involving staff and patients, embedding learning.

We have introduced a new Doppler scan service at Rochdale Infirmary, which offers patients quick access to a specialist ultrasound service.

We have invested in a new MRI scanner for Fairfield General Hospital which means that patients no longer have to travel to Rochdale.

We were proud to partner with the national Perinatal Institute in delivering the SaBiNE (Saving Babies’ Lives in the North of England) programme in our maternity departments.

We have introduced a new partial booking system across our sites which has reduced the amount of appointments cancelled in our Outpatients Clinics.

We have now expanded our A&E departments at The Royal Oldham Hospital and Fairfield General Hospital, including new separate facilities for children, making a more welcoming environment for young patients.

We have developed and implemented a maternity services improvement programme involving staff and patients, embedding learning.

We have opened our £1.3m state of the art hybrid theatre at The Royal Oldham Hospital which means that a full range of procedures from endoscopy to open surgery can be carried out.
Over the past year many of our staff have been recognised for their professionalism, skill and innovation locally in our annual staff awards and some nationally in a variety of health sector awards.

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<th>External Awards</th>
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| **Greater Manchester Clinical Research Awards** | Investigator of the Year: Dr Andrew Ustianowski (pictured) – winner  
Investigator of the Year: Dr Zoe Borrill – runner up  
Research Team of the Year: Pennine Acute delivery team for NIHR (divisions 4, 5 & 6) - winner  
Best Research Debut: Joanne Shaw/Gina North (diabetes research team) – runner up |
| **Health Education North West Adult Learners’ Week Awards** | Health and Social Care Award: Sharon Nuttall – winner |
| **NW Informatics Patient Safety Award** | ePMA and the Handover of Care Comms: IM&T – winner |
| **Recognising Excellence in Practice Awards** | Mentor of the Year Award: Paula Booth – winner |
| **Hospital Caterers’ Association** | Caterer of the Year: Howard Cartledge – winner |
| **National Diversity Awards** | Positive role model race, faith, religion category: Naheed Nazir, head of equality and human rights – shortlisted |
| **Health Estates Facilities Management Association (HefmA) Awards** | Innovation Award: The Trust’s facilities team and IM&T – winner |
| **Royal College of Midwives Awards** | Mentor of the Year: Midwife Pat Ashworth – regional winner |
| **Hospital Radio Awards** | Radio Cavell (Hospital Radio at ROH) – shortlisted. |
Nursing Times Awards 2015
Nursing in the Community: Lisa Smith (pictured) – winner
Emergency and critical care category: Critical Care Simulation – Shortlisted.

Advancing Healthcare Awards
Elizabeth Piggott, Community Nutrition Service Lead – highly commended

HSJ Value in Healthcare Awards – shortlisted

Health Service Journal Awards – shortlisted finalists
Staff Engagement Award: Pride in Pennine
Using Technology to Improve Efficiency Award: Integrated IT for Better Care
Acute, Community and/or Primary Care Services Redesign Award: Crisis Response team

Health Business Awards
Shortlisted in three categories: Healthcare IT, Hospital catering and Patient Safety

Patient Safety Awards
End of Life Care and IT releasing time to care project: NM community pharmacy team – shortlisted

NIHR Clinical Lectureship Award
Awarded to Deborah Antcliff

NHS North West Leadership Recognition Awards
NHS Innovator of the Year: Community Pharmacy – shortlisted

2014 Winston Churchill Memorial Trust Fellowship
Professor Andrew Rowland, consultant and deputy medical director was made a ‘Churchill Fellow’

The British Journal of Midwifery Practice Awards
Leadership in Midwifery Award: Belinda Jackson, Postnatal Ward Manager at North Manchester – winner

National Patient Safety Awards
End of Life Care category: Palliative Care Team – highly commended.

Student Nursing Times Award
The Simulation Education and Training Team at North Manchester General Hospital – runner up
Staff Awards 2015

Our annual staff awards recognises the very best of patient care, dedication and innovation across all of our hospital and community services.
Award for Quality - Quality and Performance Committee, North Manchester Community

Award for Transformation - Crisis Response Team, North Manchester Community

Patient Safety Award - Ebola Task and Finish Group

Partnership Award - Integrated Discharge Team

Rising Star Award - Sharon Nuttall

Award for Staff Health and Wellbeing - Deborah Bancroft and the Fairfield physios

Award for Leadership - Victoria Thorne

Volunteer of the Year Award - Floyd Unit Team

Award for Performance and Productivity - District Nursing Team, North Manchester
Staff engagement - The Chief Executive’s Challenge

Launched in May 2014 the first of Dr Gillian Fairfield’s Chief Executive Challenges gave all of our staff the opportunity to have their say and be involved in shaping the development of the Trust’s future strategy, our vision and values. Our staff shared nearly 27,000 ideas and comments to co-create our Trust vision, values and goals. From this first event, our five year vision and transformation map evolved.

Our second Chief Executive’s Challenge invited staff to offer practical solutions and ideas to improve staff health and wellbeing, improve job satisfaction and reduce staff absence. We received over 44,000 contributions from our staff. This has led to our Healthy, Happy, Here plan being developed.

Our third challenge was to focus on Raising the Bar on Quality. 20,000 contributions generated a 10 point quality action plan, prominently displayed across our sites and services.

Our Pride in Pennine workshops are our method of inviting all of our staff to engage and comment on how the Trust can improve. Everyone has the opportunity to give their views and comments online anonymously by using a forum, where everyone can have a say and make their point. Through this simple, interactive website, staff can share their views, look at the views of others and offer feedback by voting and commenting on their contributions.

Our Pride in Pennine staff engagement process gives all staff the opportunity to take part and to feel confident and empowered to contribute and have their say on important issues affecting the Trust and our future.

In March 2014, this Trust formed its very own NHS staff workplace Rock Choir – the first NHS Trust in the country to do so. Pennine Acute NHS Choir has been going over a year now, and members have performed at many events, including our Staff Awards, Bridgewater Hall, and Manchester Cathedral as well as recording a CD at Abbey Road Studios in January 2015!
We now have over **12,500** public Trust members.

We hold various membership events throughout the year to showcase our services to the public and staff. Some of these include our Medicine for Members events, free events and talks held twice a month on health related topics and tours of our departments.

One of our most successful events was a “Come Dine with Us” patient food tasting session at our hospital restaurants where staff, public and our members had the opportunity to sample “hospital food” and learn how the Trust provides thousands of staff and patient meals every day.

Recruitment of new public members is an on-going activity to ensure our membership is representative of the local communities we serve. Our membership office has been encouraging young people and people from hard to reach communities to become members and so far we have signed up over 3,000 members from the black, minority & ethnic (BME) communities and have over 1,250 young members.
Long service awards - Pride in your profession

Quality-Driven
Responsible
Compassionate

40 years service

**Fairfield:** Jacqueline Dawson, Kathleen Leighton, Anne Woods,

**North Manchester:** Bernadette Armstrong, Susan Ashworth, Jane Barrow, Lena Burke, Ann Burns, Gillian Catlow, Rita Coverdale, Pamela Davies, Marion Ferns, Evelyn Hart, Mary Hastings, Janet James, Paul Nicholson, Margaret Scott, Mary Varey, Anthony Ward, Julie Dorman.

**Oldham:** Rosemary Burns, Barry Hilton, Ian Leigh, Neil McAuley, Caroline Stevenson, Sylvia Woolley.

**Rochdale:** Marie Ashburner
25 years service

**Fairfield:** Alison Unsworth, Kathryn Pizzey, Pamela Weatherby, John Wilkes, Gillian Fogarty, Dawn Murray

**North Manchester:** Debra Irvine, John Bevans, Zahra Nayab, Lisa Campbell, Kate Maccarron, Anthony Jackson, Jo Wood, Jayne Dodd, Nageena Aslam, Sylvia Grimshaw, Catherine McLaughlin, Suzanne Eccles, Sharron Entwistle, Angela Ward, Helen Hindle, Nick Hayes

**Oldham:** Julie Mills, Beverley O’Donnell, Angela Butler, Paula Baker, Michelle Breakell, Zoe Cook, Wendy Cotterill, Andrew Roberts, Janet Roche, Stephen Lowe, Deborah Ashton, Jean Stott, Ramachandran Ravishankar

**Rochdale:** Diane Whetham, Lindsey Weston, Julie Clark, Julie Jackson, Steve Taylor