Celebrating our staff at annual awards ceremony

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Proposed extension to the Royal Oldham Hospital

The NCA is going out to public consultations as part of the planning application for the proposed extension to the main building at the Royal Oldham Hospital.

An exhibition of the proposals will be open in the hospital’s main entrance reception on Wednesday 8 January 2020 between 2pm to 7pm. Representatives from the NCA, DAY Architectural and Arup Town Planning will be available to answer questions.

The new extension will contain two 24-bed wards. The building will also provide storage space and a landscaped courtyard within an internal void. To achieve this, it’s a significant and the phlebotomy clinic/adult medicine buildings will be demolished with existing services relocated. In addition, a new theatre and recovery will be created in existing accommodation.

To feedback on the proposals, please fill in the online survey at www.northerncarealliance.nhs.uk/RoyalOldhamHospital.

You can also provide comments by completing a feedback form at the exhibition, or email ROHconsultation@arup.com.

The consultation will close for comments on Wednesday 15 January 2020 between 2pm to 7pm. The exhibition will be open until Wednesday 29 January.

Chairman’s introduction

Welcome to the Winter edition of our Loop magazine – giving our members, the public and our partner agencies, an update and insight into some of the exciting news and events that are taking place across our five hospitals and community healthcare services.

We are eagerly awaiting the publication of the Care Quality Commission’s (CQC) latest report and rating into our services at Oldham, Bury, Rochdale and North Manchester following its formal re-inspection of Pennine Acute Trust in the summer.

The initial feedback from the regulator has confirmed that, there has been further significant improvements made across our services. This is a true credit and testament to our staff who continue to work so hard, not only in dealing with increasing demand on services, but ensuring our services are safely delivered and in driving forward on our improvement journey.

The commitment of staff and the benefits working in a group arrangement over the last three years has truly benefited patients, their families and staff. The net result is a massive transformation of Pennine acute services. Services are safer, high quality, and reliable. This is something our staff are rightly proud of. This improvement has also been strengthened by the hundreds of new doctors, nurses and health professionals we have attracted and recruited to join our Care Organisations.

The achievements of many of our staff were recognised at our hospital’s Security Awards evening held in November. Around 900 staff came together to recognise and celebrate the exceptional work of our colleagues - individuals and teams across our organisation. It was made that much more special thanks to Sir Alex Ferguson and broadcaster Nicky Campbell who joined the event to thank our staff.

My Chairmen’s Unsung Hero Award was presented to our hospital’s security teams in recognition for their discreet compassionate care supporting our patients. However, they work hard to support some of the most vulnerable people who come to our hospitals. They are absolute role models.

Our Patient’s Choice Award, voted by the public, our members and patients, was awarded jointly to staff at The Neonatal Intensive Care Unit (NICU) at The Royal Oldham and the specialist acute neuro-surgery ward B7 at Salford Royal. I was also pleased that we were able to again acknowledge the valuable contribution of our volunteers.

Next year will be an exciting time for our organisation as we begin to further invest in expanding and developing our services, including some of our hospital estate. In December, the care and treatment for major trauma patients across Greater Manchester took a major step forward with the approval of planning permission by Salford City Council for our new Acute Receiving Centre (ARC) at Salford Royal. The new centre will offer the highest level of emergency response care to major trauma patients who suffer life changing or life threatening injuries. It will also benefit from a helpdesk for patients arriving by air ambulance. Plans have also been approved for an intermediate care Unit to be build on land next to east car park, on Stott Lane.

In January, there will be an exhibition and information for the public about our proposed new emergency Department at The Royal Oldham Hospital which will contain two 24-bed wards. We will also begin working partner colleagues from Manchester City Council, Manchester healthcare commissioners (MHCC) and Manchester University NHS Foundation Trust on plans to develop the North Manchester General site following Government capital investment announced in September.

Finally, as winter begins to take hold and our services face increasing demand during this time of year, please help our staff to help you by keeping our busy cafes/dining areas free for those who are critically ill and who really need emergency care. Please think carefully and consider alternative healthcare advice and services for non-emergency conditions including your local pharmacy, NHS 111, NHS choices online, and primary care.

On behalf of the Northern Care Alliance NHS Group, our Board, and our staff, I would like to wish all the very best wishes for 2020.

NCA staff in spotlight for Black History Month

A celebratory Black History Month art exhibition at the Lowry featured images of chief executive Raj Jain and Group associate director of inclusion & engagement, Naheed Nazir.

The Still I Rise exhibition by award-winning photographer Ali Crewe shared the stories of Salford’s black, Asian and minority ethnic communities.

The exhibition has now ended, however the NCA staff images can be viewed along with Raj’s own inspiring story, in the News section of the Pennine Acute website at www.northerncarealliance.nhs.uk/news.

Raj said: “Black History Month offered us the chance to celebrate the impact black and ethnic minority staff have had at our hospitals in Salford, Oldham, Bury, Rochdale and North Manchester.

“I was proud to display my picture at the Lowry and say a little bit about my own background and working in the NHS. I am from a humble family and my experiences growing up have driven me to work hard to achieve my career and aspirations in life. I am passionate about supporting and creating even more opportunities for all, not just in the NHS, but in everything that we do.”

The idea for the exhibition came from Salford’s BAME mental health champions, a group of volunteers representing people in our communities – including African, Yemeni and Chinese – who work with NHS Salford Clinical Commissioning Group to act as links to mental health services in Salford.

Celebrating End PJ paralysis

A national campaign to encourage patients to get out of bed, get dressed, and be active during their hospital stay was celebrated during an End PJ Paralysis week.

Not being active while in hospital increases the risk to patients of falls, harm (such as pressure ulcers, infections and venous thromboembolism or blood clots), and restrictions to everyday life and mobility.

NCA chief nurse Elaine Inglesby CBE launched the End PJ Paralysis awareness week, in a video celebrating the fantastic work that has already taken place across the Northern Care Alliance over the last couple of years in support of the campaign.

Three celebration and relaunch events took place at North Manchester, Oldham, and Salford Care Organisations and these gave staff the opportunity to share the work they have been doing to embed the End PJ Paralysis change package on their wards. A similar event took place at Bury & Rochdale Care Organisation in August to showcase the work there.

Teams across the NCA organised social meals times during the week including afternoon teas and there was even a romantic meal for one couple! Social mealtimes are one of the six key elements of the End PJ Paralysis change package as they help patients engage with other patients, staff and volunteers on the ward, and where medically appropriate, patients are steered away from the traditional approach of being restricted to their bed.

The week demonstrated that there is a lot of amazing work going on across the Northern Care Alliance to support patients to get up, dress, and move.
New NCA Radiography Academy is officially opened

A new Radiography Academy at the Northern Care Alliance has been officially opened by chief executive Raj Jain.

The NCA diagnostics and pharmacy group, in conjunction with the University of Salford and other higher education institutions, launched the academy, which is the first of its kind within Greater Manchester. It has been developed to ensure standardisation and to provide a centre of excellence for research, learning and mentoring opportunities for our trainee advanced reporting radiographer workforce and beyond.

Larry Gamble is the clinical lead who provides reporting expertise and organises clinical sessions for trainees, with the support of a consultant radiographer mentor. Professor Nigel Thomas has been appointed as the medical lead.

The first academy year started in September with a small intake of five radiographers from across the NCA, concentrating on musculoskeletal (MSK) and chest x-ray ‘plain film’ reporting training. In the future it is planned to extend the learning opportunities externally across Greater Manchester and to other staff groups including pathology and pharmacy. This will support continuous professional development and create a truly multidisciplinary training facility within the NCA.

Seven-day pharmacy service improving patient safety

A seven-day clinical pharmacy service serving the acute medical unit (AMU) at Fairfield General Hospital has started and is already seeing great results.

At weekends there is now a pharmacist, pharmacy technician and a medicines management assistant or dispenser based on the unit between 8am and 4pm. They support medicines optimisation on the unit which means that patients get the best possible outcomes from their medication. Previously the unit relied on the Saturday morning dispensary service at the hospital and the on-call pharmacist.

The pharmacy team are instrumental in obtaining drug histories for patients and cross-referencing these against prescribed medication. They support the safe discharge of patients by providing their medication when they are ready to leave hospital and talk through any changes to their regular medication.

Diane Ellford, lead clinical pharmacist - medicine, said: “This has been a great success so far, reflecting the whole team effort made to implement the service. The department has received excellent feedback from medical and nursing staff on the unit and performance monitoring has confirmed the impact. The medicines reconciliation rates* for Fairfield have now met the targets set of 50% in 24 hours and 95% in 72 hours and the incidences of missed doses are falling. This ensures safer and more efficient patient care at an earlier stage in the patient’s admission.”

* Medication reconciliation is the process of creating the most accurate list possible of all medications which a patient is taking and comparing this list against the physician’s admission, transfer and/or discharge orders.

Another first for Salford with seven-day thrombectomy service

Salford Royal has become the first NHS Trust in the North West to offer a seven-day thrombectomy service to patients who have suffered a stroke.

The radiology directorate at Salford, supported by the hyper acute stroke services, anaesthetics and the emergency department have implemented the service for intra-arterial thrombectomy (IAT). Salford Royal, which is a national referral centre for complex intestinal failure unit, which is a national referral centre for complex intestinal problems following surgery. He also has interests in hernia, gallbladder, colorectal and endocrine and thyroid surgery.

North Manchester staff welcome Prime Minister Boris Johnson

Staff welcomed Prime Minister Boris Johnson and Health Secretary Matt Hancock to North Manchester General Hospital in October.

The visit coincided with the announcement that the North Manchester site is one of a number of hospitals that is earmarked to receive millions of pounds in capital funding over the coming years as part of the Government’s Health Infrastructure Plan.

The Prime Minister was taken to ward D6, a head and neck male surgical ward, where he and Mr Hancock were given the opportunity to speak with a number of staff and patients.

Raj Jain, chief executive of the NCA, said: “This was a really positive visit and an opportunity to get across what a fantastic job our staff do, day in day out, despite the estate conditions and challenges they face.

“We all acknowledge that substantial investment is required to redevelop the North Manchester site and also to upgrade parts of The Royal Oldham site and IT infrastructure across all sites.”

He went on to say despite the need for investment, staff do a tremendous job and have delivered significant improvements.

Prime Minister Boris Johnson said: “I talked to the patients and every one of them was bursting with praise for the staff and their energy and devotion, but, that fantastic hospital was built in 1876 to serve the workhouse... I was proud to tell them under this government we will totally rebuild that hospital.”

New Professors lead the way

Three more leading consultants across the Northern Care Alliance have been appointed as Professors.

Gastroenterologist and joint principal clinical research lead Jimmy Limdi has become a visiting Professor at Manchester Metropolitan University. The award recognises his expertise in inflammatory bowel disease (IBD), as well as the role he plays in research and innovation nationally and internationally. Professor Limdi heads the IBD service at Oldham, Bury, Rochdale and North Manchester, and his national and international collaborations on Crohn’s disease and ulcerative colitis are helping to increase knowledge of these complex conditions and to test new treatments to improve patient’s lives.

Consultant rheumatologist at Salford Royal, Hector Chinoy, has been appointed Professor of rheumatology and neuromuscular disease at the University of Manchester, where he conducts research within the NHRI Musculoskeletal Biomedical Research Centre. His main research interest is in myositis, an inflammatory muscle disease, and he’s recognised globally as an expert in this.

The third new professor is Salford Royal consultant surgeon Iain Anderson who was also appointed an MBE in 2014 and is the current President of the Association of Surgeons of Great Britain and Ireland. He is a leading surgeon in Salford Royal’s internationally renowned intestinal failure unit, which is a national referral centre for complex intestinal problems following surgery. He also has interests in hernia, gallbladder, colorectal and endocrine and thyroid surgery.

World Pharmacy Technician Day celebrated

Tuesday 15 October 2019 marked a very important date in the calendar – World Pharmacy Technician day.

For those who are lucky to work closely with our talented pharmacy technicians, you will know that they are an integral cog in the healthcare team, working with the wider clinical team to ensure the best possible care for patients and to support medicines optimisation.

Pharmacy technicians work long hours, often at weekends, and the role can be challenging at times, including working through the night or occasionally at weekends. It is important to take time out to acknowledge the work our pharmacy technicians do and to thank them for their commitment to patient care.

As World Pharmacy Technician Day 2019 was celebrated, Diane Elford, lead clinical pharmacist - medicines reconciliation, added: “We are so grateful for their hard work and commitment and would like to take this opportunity to thank them for all they do.”

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A new look to show why the NCA is a great place to work

Having a strong visual identity is an important aspect of attracting and recruiting new people to our organisation. As we are now a large NHS Group, we have an opportunity to market ourselves as one of the best healthcare organisations to work for in Greater Manchester and the North West.

Over the past 12 months, we have been working closely with an employer branding specialist, SMRS, to help build a compelling employer brand. From listening to our staff and hearing their career journeys, we have been able to create a brand completely authentic and representative of you – our people – and the localities we serve. We’re extremely excited to share this work with you, so be on the lookout for new branding in the upcoming months.

This is the Place

This is the Place encapsulates everything that the Northern Care Alliance stands for. Manchester has always been an exciting city, full of possibilities and flair. And now, with the creation of the Northern Care Alliance, things are really happening for health and social care here too.

This is the place where innovation, excitement and immediacy live. Where everyone can make an impact and a name for themselves. This is the place where ambition is achievable, careers are what you make them, and the future is yours to shape. If you want to be part of this, take your place with us.

Digital partnership to improve care for our patients

The Northern Care Alliance has formed a 10-year partnership with Hitachi to transform the care and experience of patients.

We have joined forces to create the UK’s first fully integrated Digital Control Centre. This means staff will have better use of systems, data and analytics so they can offer patients and service users more personal and timely care.

It will allow the organisation to better plan for how it will care for patients while demand for services is high, for example the management of beds, operating theatres and equipment, ensuring that patients’ care can be planned more proactively as staff will have better access to the information they need.

The programme has been overseen by chief executive Raj Jain in close collaboration with staff.

He said: “We always strive to deliver the right care, in the right place, at the right time and this venture will absolutely allow us to do this. For staff, I am sure it can feel like a daily fire-fighting exercise to ensure our patients are admitted appropriately, that they get to see the right healthcare professionals, have the treatment they need and then are discharged appropriately.

We believe this programme will revolutionise the system, enhancing the care and experience we offer to our patients.”

The programme will start off at Salford Royal and then be rolled out to the other NCA hospitals.

Help us, help you, stay well this winter

This winter the Northern Care Alliance (NCA) is supporting the NHS England, NHS Improvement and Public Health England campaign ‘Help Us, Help You’.

The idea of the campaign is to help people understand how they can stay well this winter and access appropriate services. The winter months can be challenging for the NCA, as well as for the NHS nationally, especially for urgent care services such as A&E. The Help Us, Help You campaign encourages the public to stay well in the winter by having their flu vaccination, and being aware of how to contact NHS 111 for advice.

The campaign also encourages the public to seek advice at the first signs of a winter illness, how to get evening and weekend GP appointments, and the advantages of consulting with community pharmacists. Keeping seasonal coughs and colds at bay can take the pressure off many services, including our urgent care services, community GPs and walk in centres.

Always seek advice from your pharmacist at the first sign of a cough or cold before it gets more serious.

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Find out more about how to stay well this winter here: www.nhs.uk/staywell.

Salford pioneering stroke project to be rolled out across England

A life-saving stroke project pioneered in Salford is to spread to the rest of England.

The Stroke Association is supporting Salford Royal consultant neurologist Dr Adrian Parry-Jones to develop new anti-inflammatory treatments for intracerebral haemorrhage (ICH), a type of stroke caused by bleeding on the brain, and to improve the delivery of standard care for ICH patients.

From March 2020, he will build on his work on the ABC bundle of care for ICH, which will now be introduced in hospitals across the NHS in England through the National Stroke Programme. Dr Parry-Jones will evaluate the national roll-out to see whether it reduces deaths and improves recovery.

The bundle of care combines three standard treatments for patients and has already been tested in the stroke units at Salford Royal, Fairfield General and Stepping Hill hospitals between 2015 and 2017. Results have been promising – at one hospital, the number of people who died within 30 days after an ICH stroke was reduced, saving around two lives every month.

Dr Parry-Jones is also carrying out research into inflammation in the brain after stroke, which can lead to swelling in the brain, causing further damage. This may result in more severe disability and increased risk of death after stroke.

Our Chief Executive’s statement on racial discrimination and abuse

Earlier this month, the national news covered a story of racist attacks against NHS staff by patients (that staff have reported) increased from 589 in 2013 to 1448 last year – a 145% increase. Of the Trusts that responded, a massive 70% recorded a rise in such abuse.

Raj Jain, chief executive of the NCA, on behalf of the Board, has issued a very clear statement in response to this.

He said: “This is very worrying and sad. We do not and will not tolerate any racism or discrimination by our staff or by any of our patients and service users and their families who rely on our treatment and care. We have a zero tolerance of any sort of racial abuse whenever and wherever it arises, directly or indirectly.

‘Our people need to be aware and confident that the Board and our management teams will support them in such cases. But it is important, like clinical incidents, that you are encouraged and feel safe to report any incidents of racial abuse or discrimination.

We should be proud and celebrate the diversity of our workforce across our organisation and in our NHS. We will support all of our people - no matter their skin colour, culture, ethnicity or faith, gender or sexuality, or if they have a disability.

We must change attitudes, educate others and not tolerate discrimination.

We must address this together.”

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Nine hundred staff were treated to two famous faces praising the healthcare services which the Northern Care Alliance provides during the annual Staff Awards celebration event.

Sir Alex Ferguson CBE, former Manchester United manager, and BBC broadcaster and presenter Nicky Campbell joined our staff on 29 November to celebrate the efforts, contribution, skill and achievements of staff at all levels across the NCA hospitals, community and social care services.

At the event, both special guests praised staff for the outstanding level of care they had received after being treated at Salford Royal. Sir Alex and Nicky appeared free of charge to show their level of care they had received after being treated at Salford Royal.

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The Chairman’s Unsung Hero Award was presented to the hospital’s Security Teams in recognition for their help, compassion and work with the local homeless community.

The Patient’s Choice Award, voted by the public and patients, was awarded jointly to staff at Oldham’s Neonatal Intensive Care Unit (NICU) and the specialist acute neuro-surgery ward B7 at Salford Royal.

Chief executive-Raj Jain, said “Our Staff Awards are about celebrating what each and every one of our staff and volunteers do for their patients, service users and colleagues. Congratulations to all of the finalists and overall winners.”

NCA Chairman, Jim Potter said: “On behalf of the Board this is an opportunity to sincerely thank everyone here tonight, and all of our staff, for your unrelenting hard work, professionalism and commitment in providing high quality and compassionate care for those who need and use our services across the communities we serve. Thank you.”

NCA former CEO, Raj Jain said: “NCA’s annual Staff Awards celebrate the staff that make our services possible. It is a wonderful opportunity to thank our staff for their work and to highlight their achievements to the wider organisation and those we serve.”

Over 800 staff award nominations were received from staff and members of the public for teams and individuals across all sites, divisions and job roles. Of the 13 awards presented, Dr Prakash Kamath, paediatric consultant at The Royal Oldham, scooped the overall Doctor of the Year, whilst Julie Winterbottom, lead nurse at Oldham Emergency Department was crowned Nurse of the Year. Team of the year was presented to the Breast Surgery and Radiology team at North Manchester General Hospital.

Dr Krystyna Walton, Neuro Rehabilitation Consultant at Salford Royal, was presented with the Chief Executive’s Award.

Chief executive’s and chairman’s awards

Two special awards were chosen by chief executive Raj Jain and chairman Jim Potter.

Chief Executive’s Achievement Award winner - Dr Krystyna Walton

Chairman’s Unsung Hero Award winners - Security teams

NCA Staff Awards 2019

Our category award winners and highly commended

- NCA Award for Clinical Excellence
  Winner - Antenatal clinic (North Manchester Care Organisation)
  Highly commended - Vascular service (Oldham Care Organisation)

- NCA Quality Improvement and Innovation Award
  Winner - Renal haemodialysis shared care team (Salford Care Organisation)
  Highly commended - Care Home Extra Support team (Bury & Rochdale Care Organisation)

- NCA Allied Health Professional/Technical/Scientific/Social Worker of the Year Award
  Winner - Linda Sadler (Bury & Rochdale Care Organisation)
  Highly commended - Shazia Ali (Diagnostics and Pharmacy Group)

- NCA Doctor of the Year Award
  Winner - Dr Prakash Kamath (Oldham Care Organisation)
  Highly commended - Dr Gavin Freeman (Salford Care Organisation)

- NCA Nurse of the Year Award
  Winner - Julie Winterbottom (Oldham Care Organisation)
  Highly commended - Rachel Baird (Salford Care Organisation)

- NCA Midwife of the Year Award
  Winner - Ann Dunn (Oldham Care Organisation)
  Highly commended - Jean Davis (North Manchester Care Organisation)

- NCA Support Worker of the Year Award
  Winner - Marie Welby (Salford Care Organisation)
  Highly commended - Cameron Watterson (Oldham Care Organisation)

- NCA Administration / Secretarial Worker of the Year Award
  Winner - Joanne Leggott (Diagnostics and Pharmacy Group)
  Highly commended - George Higgs (Oldham Care Organisation)

- NCA Leading by Example Award
  Winner - Katie Lomas (Salford Care Organisation)
  Highly commended - Helena Spencer (North Manchester Care Organisation)

- NCA Team of the Year Award
  Winner - Breast surgery and radiology team (North Manchester Care Organisation)
  Highly commended - Overseas visitor and private patients’ team (Corporate Services)

- NCA Research Worker / Team of the Year Award
  Winner - Dr Deborah Antcliff (Bury & Rochdale Care Organisation)
  Highly commended - Neurology research team (Salford Care Organisation)

- NCA Volunteer of the Year Award
  Winner - Sylvia O’Shea (Salford Care Organisation)
  Highly commended - Alan Hughes (Oldham Care Organisation)

- NCA Patients’ Choice Award
  Joint winners - Oldham neonatal intensive care unit (Oldham Care Organisation) and B7 ward Salford (Salford Care Organisation)

Salford Care Organisation

- Saving Lives Award - Major trauma team
- Improving Lives Award - Ben McDermott

Oldham Care Organisation

- Saving Lives Award - Low-attack - Reid
- Improving Lives Award - Royal Rover volunteer team

Bury and Rochdale Care Organisation

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NCA Staff Awards 2019

More photographs of the staff awards event are available on our websites www.pat.nhs.uk and www.srft.nhs.uk, also on Twitter #NCAStaffAwards and Facebook @NCAlliance

Thanks to all our sponsors for making our Staff Awards event possible.

KEY SPONSORS:

Salford Royal was the location for the fifth series of the BBC’s Junior Doctors – a fascinating fly on the wall documentary following six doctors as they embark on placements in hospital.

All four episodes have now been shown on BBC One but are still available to download on BBC3 iPlayer.

Doctors Sofia, Howra, Nick, Luke, Tom and Zohaib were filmed in a variety of different specialties at Salford Royal, including ageing and complex medicine, surgery and the emergency department.

Cameras shadowed the junior doctors, many of them newly qualified, between December 2018 and February 2019, capturing them as they encountered new experiences and learned new skills, with the support of the organisation’s more senior doctors.

Dr Pete Turkington, chief officer and medical director, said: “As a busy organisation, it’s never an easy decision to open up your doors to film crews but we think the programme provided a really honest and interesting insight into the life of a trainee doctor.

“The programme really took me back to my own training days and how exciting and inspiring it is once you’ve left medical school. You’re continuing your learning and development on placement, applying your skills as a qualified doctor to treat and care for patients with a range of health problems and conditions, many of whom are acutely ill and vulnerable.

“Being a doctor is fantastic and rewarding, and I really hope the programme helps our younger generation to consider medicine as a possible career path.”

There is further information on the programme at www.srft.nhs.uk

Our junior doctors hit the BBC

Improving health with green fingers

A green-fingered social prescribing scheme involving the Swinton enhanced care team has been attracting lots of positive media attention.

A pilot is underway at the new Royal Horticultural Society (RHS) Garden Bridgewater at Worsley New Hall in Salford. The RHS, along with Swinton enhanced care team and the University of Salford, received Innovation Funding from Salford Primary Care Together to deliver and evaluate the project.

After referral and assessment around 75 people from Eccles, Irlam and Swinton have the opportunity to improve their health through volunteering placements on site, including helping to develop a dedicated Wellbeing Garden.

By involving the University of Salford, the project will measure the difference this has made to people’s wellbeing, and explore how such activities can benefit more people in the future. This is the first time that the links between health and horticulture will be analysed in such depth in Salford.

The programme has been receiving widespread positive media attention, including the Manchester Evening News, BBC North West Tonight and BBC’s The One Show.

Pictured: Fauve Syers from the enhanced care team being interviewed by BBC North West Tonight.
Knitters helping to put dementia patients at ease

Knitted sleeves are helping to distract elderly patients who are distressed and pulling out their cannulas.

Handmade for Dementia is a national campaign, which calls on volunteer knitters to create brightly-coloured sleeves that have proven to calm down and distract distressed patients. The sleeves protect cannulas and have brightly-coloured attachments, or twiddles, on them to distract the patient.

Some elderly and confused patients become distressed at the sight of a cannula and resort to pulling out the needle which in turn, results in further cannulation and inevitably more distress.

More than 100 of the sleeves have so far been donated to Salford Royal and are being used in the emergency assessment unit, critical care and in ageing and complex medicine.

Deborah Walker, quality matron, Emergency Village, said: “We gave a sleeve to a patient who was agitated and pulling out their cannula and within minutes, they had calmed down and were using the twiddle of the sleeve. The patient’s daughter was amazed and delighted that such a simple thing had made such a positive difference.”

Some mini versions of the sleeves are also being trialled in the PANDA unit, the emergency assessment department for babies and children.

Endoscopic spinal surgery celebrated at Salford

Salford Royal has celebrated performing its 30th endoscopic spinal surgery.

In collaboration with Joimax Endoscopic Spine experts, surgeons have been delivering this minimally invasive surgery since May 2018.

The technique is used to treat patients who have suffered from sciatic pain in their leg caused by a disc prolapse.

Salford Royal is one of only a small number of NHS organisations carrying out the surgery.

Consultant neurosurgeon Ankur Saxena said it was both beneficial to the patient and the organisation.

He explained: “The procedure can be carried out while the patient is awake or asleep. Patients can come in and have this operation as day-case meaning they can be back at home the same day they’ve had it. This is also good for the organisation as it saves theatre time, staff time and the requirement and cost of an overnight bed.”

Anyone wondering if the surgery might be something they are eligible for should speak to their clinician / physiotherapist.

Pictured: Manchester Centre for Clinical Neurosciences senior manager Amy Devine, Mr Ankur Saxena, consultant neurosurgeon and Dr Simona Labor, consultant anaesthetist.

Billy’s bay launched in A&E department

The family of a patient who sadly passed away nine years ago following a car crash in Royton have given back to The Royal Oldham Hospital in a very special way by raising over £40,000 to buy life-saving equipment for the hospital’s A&E department.

The family of Billy Cooney have worked tirelessly since Billy’s death in 2010 to fundraise for The Royal Oldham Hospital with special ‘Billy Fun Days’, a celebrity football match and by running in numerous 10K events including the Manchester 10K. The result of all their tremendous efforts is a fantastic £40,000 fund, which has been used to purchase life-saving equipment, which will help save the lives of many patients who unfortunately end up in a critical condition in A&E.

The Cooney family attended the A&E department at Oldham to present the life-saving equipment, which included an anaesthetic machine and difficult airway trolley to the A&E team, who were overwhelmed at the family’s fundraising efforts for the department.

The A&E team showed their gratitude by unveiling a plaque revealing a bay dedicated specially to the memory of Billy called ‘Billy’s Bay’. The plaque was unveiled by Dr Jim McCahill, emergency department consultant, who thanked the family for their generosity.

Pictured L-R: Billy Cooney’s family with A&E staff Julie Winterbottom and Dr Jim McCahill at the launch of Billy’s Bay. Billy’s family include: Archie Kennard, Reggie Billy Kennard, Maisie Kennard, Vanessa Cooney, Samuel Kennard, Jayne Cooney and Mark Cooney.

Scouts and Beavers spread kindness and cheer with patients

Scouts and Beavers from the 99th Oldham Compass Scouts’ group in Chadderton brought a smile to the faces of patients in The Royal Oldham Hospital when they made a special visit to present them with get well soon cards and chocolate.

They met with patients on the children’s ward, birth centre and G1 discharge unit and spoke to ward managers to find out more about the work that takes place in each area.

The Scouts designed and made special get well soon cards, which were presented with free chocolate, much to the delight of patients, as they toured the wards. They spent time meeting other children in the children’s unit before visiting the hospital’s birth centre and G1 discharge unit, which cares for patients who are living with dementia and many of whom are recovering after a fall.

Simone Gorman, interim associate director of nursing (paediatrics and neonates), said: “We always love it when the Scouts, Cubs and Beavers visit. They bring lots of energy, enthusiasm and fun to the hospital and our patients and staff always enjoy it. They’re a wonderful tonic for our patients and we look forward to working together with the Scouts and Beavers on future projects.”
A speech and language therapist at The Royal Oldham Hospital has been working in partnership with Oldham Athletic Community Trust (OACT) to support football fans with communication difficulties by designing and introducing a communication symbols page, which will now be a regular feature in their match day programmes.

Barbara Rossington worked closely with the Community Trust to develop the communication symbols page after spotting the pioneering OACT match day sensory packs that the club introduced for supporters on the autistic spectrum last season. She was really impressed by how the team had come together a communication, so she put together a communication symbols page that she thought might be a useful addition. The club really liked it and added it to their match day programme. The page was introduced in the Exeter City match day programme in August and was well received by families. Barbara explains: “Having difficulties with communication can be an isolating and frustrating experience and anything we can do to support children’s communication skills will help improve their interaction with those around them. The communication symbols will be particularly useful in a match day environment and will help make every match an inclusive and enjoyable experience.”

T3 vascular team triumph in 956 mile vascular awareness bike challenge

Staff from ward T3 at The Royal Oldham Hospital have triumphed in a static bike race from John O’Groats to Land’s End as part of awareness raising activities for Vascular Awareness Month.

Competing against other NHS Trusts, the team undertook the Circulation Foundation’s challenge to help raise awareness of common vascular diseases, as part of their “Step It Up!” campaign. They completed the 956 mile journey in just two weeks, totally smashing the 28 day target set. The team left competing NHS trusts including Manchester Foundation Trust, Gwent Vascular Institute and The Sussex Vascular Unit trailing in their wake as they roared towards the finish line in record time. The T3 team did rode in a bit of support from patients, families and even Care Quality Commission inspectors during the sweaty challenge!

Vascular disease is the collective term for diseases of the arteries, veins and lymphatics. Every part of the body where blood flows can be affected by the disease. Vascular disease is as common as cancer and heart disease and accounts for 40% of preventable deaths in the UK. Despite this, awareness of the disease remains relatively low among patients. For more information about the Circulation Foundation’s “Step It Up” campaign, check out their website: www.circulationfoundation.org.uk.

Our staff are stars!

Teams and individuals from across Bury and Rochdale Care Organisation’s clinical teams came together on 2 October at the Village Hotel in Bury to celebrate achievements across the organisation and to announce the winners of 10 awards.

The awards recognised the hard work and resilience of our staff and judging was a hard process given the calibre of those nominated. Over 80 nominations were received in just under a week for the following categories:

- Unsung Hero Award – for going above and beyond their duties
- Creative and Innovation Award – for bringing new ideas to their team/division
- Rising Star Award – awarded to an emerging team member or leader
- Team Award – for working well together and sharing information/ideas and training
- Newly Qualified Worker Award – someone who has demonstrated excellence in their profession from the start
- Customer Focus Award – for an individual or team who has worked with their customers/patient to meet and exceed their needs
- Doctor/Nurse/AP/HCA Award – for excellence in their profession
- Inspirational Leader Award – for being outstanding
- Championing Professional Values Award – for being professional and bringing values to life
- SunShine Award – bringing kindness and happiness to the workplace

Staff were treated to afternoon tea and Jacqui Burrow, director of nursing, announced the winners of the awards. Congratulations go to all those nominated. Picture are all the winners (in award order): Alessandra Savina, health and wellbeing advisor, Integrated West Cluster Team; Elizabeth Gent, Bury Community Services; Linda Reynolds, ward manager Fairfield General Hospital; Ward 14, Fairfield General Hospital; Lisa Parkes, theatres, Fairfield General Hospital; Amy Kaye, pharmacy, Rochdale; Dr Zalan Alam, GP, Rochdale; Cournay Brennan, Oasis Unit, Rochdale; Andrea Shenton, quality matron, Rochdale; Lisa Ince, occupational therapist, Rochdale.

Robbie the Robot helps to reduce hospital admissions in Rochdale

A new virtual consultation system, piloted for use by the Bury and Rochdale Care Organisation, dubbed ‘Robbie the Robot’, is helping residents in a Rochdale care home avoid hospital admissions.

Located at Ashbourne Care Centre in Rochdale, the system allows the Care Home Extra Support Service (CHES), a service run by the Bury and Rochdale Care Organisation, to use a two way encrypted video link to provide a triage system, with a nurse, assessing a resident’s medical needs and providing advice, assessment and onward referrals as necessary. The device uses a high definition mobile camera, speakers and microphone, and allows some medical monitoring devices to be plugged into the device, eg a stethoscope, allowing nurses to perform part of a remote medical examination.

Currently the Care Home Extra Support Service helps to avoid admission for over 80% of care home residents they see. By using this device, it is expected to make the service even more efficient in avoiding unnecessary admissions by reducing response time and optimising clinician input.

Previously, when a resident was ill, the home had no option but to either call 999 or take a resident to A&E. By using this device and the CHES Service, it can help avoid unnecessary hospital admissions.

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First ‘Self Care’ Hub in the North West opens at Rochdale Infirmary

A leading delegation from the Japanese government came to Rochdale Infirmary as part of a visit to Rochdale Borough Council to discover how its award-winning adult care policies are improving the lives of local residents.

The high-level visit by Ministry of Health officials saw how Rochdale’s integrated health and care services are keeping elderly people out of traditional hospital settings. The delegation chose Rochdale because of its successful partnership approach in ensuring residents are provided with care and support, in a location of their choice. A packed itinerary involved a visit to Rochdale Infirmary, where the Japanese guests enjoyed a tour of the hospital, a visit to the successful intermediate tier care setting and an overview of the council’s approach to delivering adult care services.

Rochdale’s health partnership comprises the council, NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (NHS HMR CCG), Bury and Rochdale Care Organisation (which manages Rochdale Infirmary and HMR adult community care services), Pennine Care NHS Foundation Trust, the third sector and carers.

The Mayor of Rochdale, Councillor Billy Sheerin, has officially launched the Heywood Middleton and Rochdale (HMR) Self Care Hub, at Rochdale Infirmary.

The Self Care Hub, the first of its kind in the North West, aims to improve the health and wellbeing of individuals through supported person-centred self care. The Self Care Hub will start with partnership working between local charities and voluntary organisations, across the Rochdale borough. Experts will provide information on a range of issues, including social issues, money issues, transport, and improved management of long term health conditions, all of which can affect how well someone feels.

The Self Care Hub is located in The Damson Centre, Level C, Rochdale Infirmary and is open 8.30am – 5pm Monday to Friday.

From the land of the rising sun to the birthplace of cooperation

The Mayor of Rochdale, Cllr Billy Sheerin, Steve Taylor, chief officer Bury and Rochdale Care Organisation; Sharon Lord, programme lead; Julie Dawson, team lead self management service.

The children’s menu at North Manchester General Hospital has been refreshed.

Catering staff asked the views of children and parents at the hospital to shape the new menu. The hospital regularly reviews what patients have to eat to make sure they are getting it right, recognising the important role of food during recovery.

David Keith, catering manager at North Manchester General Hospital, said: “After speaking with parents, we have decided to go back to more basic foods, with an emphasis on healthier choices. Alongside the main courses, we will be offering a better selection of vegetables, and salad will now be available with every meal.

“We’ve been offering a good choice of fresh fruit for a while now but we intend building on this, too. In the near future, we intend displaying pictures of our menu choices. We feel this will help our younger patients choose!”

The new look menu has been available from September 2019 and dishes include: cottage pie, vegetable biryani, roast beef and Yorkshire pudding, salmon and vegetables and macaroni cheese.

Nutrition and hydration was the main focus of Malnutrition Awareness Week in October when dietitians raised the importance of patients being able to access snacks on the wards. Patients in the children’s unit also helped raise the importance of food with our catering department delivering a continental breakfast for them as a treat.

Robyn is pictured helping to highlight the importance of nutrition during the awareness week.

Patient flow team expansion

North Manchester Care Organisation has expanded its ‘patient flow’ team to help people get home from hospital quicker.

The expanded team now has 12 people in a mix of roles, nurses, social workers, allied health professionals and support staff. It reflects a renewed focus on ensuring that all teams across the hospital promote a coordinated approach to discharging patients.

The team have also generated greater collaboration with community and local partners.

The team support SAFER board rounds which have been introduced across medical and surgical wards daily and as a result have contributed to an overall reduction in length of stay at the hospital by 14%. SAFER boards are a way of tracking patients have been reviewed in a safe and timely manner.

Eileen Conneely, senior manager, said: “The patient flow team is responsible for ensuring that there is effective flow throughout the hospital, starting from admission where an estimated discharge date is agreed and which all staff work towards.”

Sepsis trolley trialled on orthopaedic ward

Staff at North Manchester General Hospital are piloting the use of a ‘sepsis trolley’ to speed up the time it takes to treat sepsis.

Sepsis is a rare but serious complication of an infection. Without quick treatment, it can lead to multiple organ failure and even death.

A lot of work has been done to educate staff throughout the NCA on what to look out for. Systems and processes are in place, guiding them on when to act.

Further to this, critical care outreach practitioner Layla Walsh (pictured) with support from the staff on 6 Ward, has been trialling the use of a ‘sepsis trolley’. If it is proven to work, it could be something that is taken on throughout the organisation.

Layla said: “The idea of putting a sepsis trolley on an orthopaedic ward was to provide a one stop shop to enable clinicians to assess and treat patients in a timely manner and therefore improve their outcomes.

“The trolley has six drawers which are labelled with each element of the Sepsis Six and includes all the necessary equipment to provide the interventions. This can be wheeled to the patient’s bedside for prompt treatment.

“The numbers seen with sepsis on the ward were small, which meant we could not prove improved delivery of the sepsis six. However, we did see positive results. There was improvement seen in the time taken for doctors and nurses to respond when the patient triggered as having sepsis and there was increased use of the sepsis screening tool.”
Doctors’ mess is treated to a makeover

Dr Aniruddh Bhandare, registrar in gastroenterology, helped drive the improvements to the rest facilities. He said: “I think we’ve taken a really positive step forward with this work. Attention towards rest facilities and making sure doctors get adequate rest is important and that’s what we have shown with this revamp.”

Professor Matt Makin, medical director, added: “It’s great to see a space for our junior doctors where they are able to take a break. There is also a communal area for doctors and a bank of computers has been installed to allow for study.”

Midwives hand out letter penned from new born to new parents

Staff on the maternity unit have started to share a letter penned from a new born baby’s point of view to parents.

The letter is a nice way of introducing couples into the world of parenthood and reflects the challenges and joys of looking after young tots.

The letter is being made available in multiple languages so that it is accessible to as many people as possible who use the service. It is one of a number of things the maternity unit at North Manchester is doing to improve the service.

The letter lists a number of pieces of advice. One reads: “Please hold, cuddle, kiss, touch, stroke and croon to me. I was always held closely in your womb and have never been alone before.”

Labour ward practitioner Alison Phillips said: “One of the midwives shared the letter with me and I thought it would be nice to give to new parents. It is very much a work in progress and we’re in the process of getting different translations. We have only been sharing the letter a short while but already the letter has been received very well.”

Pictured, labour ward practitioner Alison Phillips and lead midwife Heather Ramsbottom.

PLACE is the Patient-Led Assessments of the Care Environment which take place every year in every hospital in the country. NHS Improvement sets the guidelines and PLACE results show how hospitals are performing both nationally and in relation to other hospitals providing similar services. There are six key areas that are assessed: privacy and dignity, food, cleanliness, general building maintenance, how well the needs of dementia patients are met and how well the needs of patients with a disability are met.

To complete the assessments, members were recruited as volunteer assessors and partnered with our estates and facilities staff including domestic and catering managers and our lead nurse for estates, Louise Simpson. Assessments took place across all Northern Care Alliance hospital sites between September and November – looking at outpatients, wards, and public facing departments.

Louise said: “This was the first time I led on PLACE and it was really good to have members in to be the patient voice on the assessments – meaning we as staff get to see the hospital environment genuinely from the public’s viewpoint. The feedback we get then forms a series of actions that we work on in the coming year to make improvements across our estate.”

This year’s official results will not be available from NHSI until 2020. An update on the results will be featured in the next edition of The Loop.

If you would like to be a PLACE assessor in 2020, please make sure your membership details are up to date, as members are invited to take part via email. You can contact the membership team on foundation@srft.nhs.uk.

Pictured: Member Frances Alcock assesses a food menu with David Armstrong, head of facilities at Salford.

A group of 15 members have attended a staff development session with the surgery team to share their personal experiences around the preparation they received for surgery and the care they received including after care.

Feedback themes included poor communication and frustration with cancellations. Staff commented that they appreciated having the opportunity to understand what it is like to be a patient under their care and pledged to use the feedback to inform the Theatre Transformation Programme.

Jackie Flynn said: “I found it particularly interesting to talk with the clinical/ medical/managerial staff because I find that hearing things from their perspective makes it easier to understand the challenges the service faces, and the frustrations they too experience.”

Helen Maguire, programme manager of quality and productivity, said: “The theatres team found the opportunity to speak with our patients directly invaluable, and this meaningful information will support our future transformation work. This session has highlighted the importance of patient involvement in our projects and we plan to involve patients as much as possible as we define and create the theatres of the future.”

Members share their experience of surgery across the NCA

Governor election results

Following the elections held in the summer we would like to welcome the following new governors:

Public Governors

Salford  Mark Dunan
Gill Collins (re-elected)

Oldham  Paul Atwell

Bury & Rochdale  Patricia McWilliam Fowler
Dr Nicholas Filer

North Manchester  Dr Syed Nayer Abbai Abidi

Rest of England & Wales  Aaron Davies
Sandra Breen (re-elected)

Staff Governors

Salford  Labana Ahmad, CSS and tertiary medicine
Lynn Jones, surgery and neurosciences

Oldham  Gemma Leversley and Dr Jay Patil

Bury & Rochdale  Mark Hustard and Craig Wood

North Manchester  Elinialfahm and Mark Taylor
As a member of the Northern Care Alliance NHS Group we believe that your feedback is invaluable in helping us to improve and shape our services going forward. Here are some of the things we have done with your feedback.

**Salford**

- You said: It is too noisy at night making it difficult to sleep in the Pendleton Suite.
- We did: Every night shift now has a noise champion allocated to keep the noise levels low.

**Oldham**

- You said: The nurse call bell isn’t always answered on ward T7.
- We did: Staff on the ward have been reminded to ensure that the call bell is on maximum in the day, but reduced at night time to avoid disturbances.

**Bury and Rochdale**

- You said: More car parking spaces are needed.
- We did: 98 new car parking spaces are now open for use at Fairfield.

**North Manchester**

- You said: Patients visiting the gynaecology assessment unit (due to problems in early pregnancy) expressed concern at having to go to the antenatal clinic for a scan.
- We did: We now have a new scan room on the gynaecology assessment unit.

**Your Views, Your Voice**

- Your opinion matters - Your feedback helps us to ensure that our services are the best that they can be. There are plenty of ways in which you can give us your feedback. If there are any events that you would specifically like to see, then get in touch by calling 01706 517302 / 0161 206 3133 or emailing membership@pat.nhs.uk / foundation@salford.nhs.uk

**Stay in touch and up to date** – Have your details changed? Have you moved or changed your email address? If so, please inform the membership office (details above) so that we can ensure we address any correspondence correctly.

**Send us your email address** – Please send us your email address if you have not had any email contact from us, so that we can send you future communications including event invitations and this newsletter electronically.