



# Your Weekly NEWS

## LGB and Transgender Awareness Training for 2018

We are pleased to inform you that there are now more sessions for LGB and Transgender Awareness training in 2018. The dates are below:

**WGH – 8 February 2018 - 9am to 2pm**

**RLI – 28 March 2018 - 8.45am to 1.45pm**

**FGH – 12 April 2018 - 9am to 2pm**

Workshop attendees will:

- Gain increased knowledge around LGBT, gender variance, and basic terminology
- Gain a better understanding of how to enhance patient care for LGBT\* and transgender adults, children and young people who access our services
- Gain a better understanding of how to support LGBT\* and transgender colleagues at UHMBT
- Gain knowledge and skills to develop their workplace to become LGBT\* and trans inclusive, and develop knowledge of services and support available locally.



Lunch will be provided for all those that attend. To book a space on the workshop, please visit TMS.

## It is Time to Talk

It's easy to think there's no right place to talk about mental health. But the more we talk about it, the better life is for all of us. Too many people with mental health problems are made to feel isolated, worthless and ashamed. Time to Talk Day is a chance for all of us to be more open about mental health – to talk, to listen, to change lives. Wherever you are – at home, at work or up the top of a mountain! – have your conversation about mental health this Time to Talk Day on Thursday 1 February.

As a Trust we are participating in Time to Talk day by running a number of lunchtime canteen sessions across each site to initiate conversations which support the campaign. The sessions will be on the below dates from 11am - 2pm so feel free to drop in and talk!

**RLI – 1 February and 8 February**

**WGH – 15 February**

**FGH – 22 February**

There will also be a display stand, leaflets and resources to use on Time to Talk day in the outpatients area at FGH.

**DO NOT TALK ABOUT  
MENTAL HEALTH**

In the toilet, in a lift, even up a mountain...  
...wherever you are, talk about mental  
health this Time to Talk Day.

#timetotalk 1st February 2018

time to change  
**time to talk  
day 2018**  
NHS and mental health distribution



### Focus on our new Maternity Unit...transitional care area

You will have heard us talking our brand new £12m Maternity Unit at FGH. It is due to open in early February 2018 so we wanted to tell you a little bit more about what exactly the new unit is made up of.

Directly next to the new Special Care Baby Unit (SCBU), there is a transitional care two-bedded bay located directly next to the special care baby unit (SCBU). Transitional care is where babies who need a little more nursing care and monitoring can stay with mum rather than going to the Special Care Baby Unit. This means that mum and baby can stay together and mum can continue be the main carer for her baby.



The transitional care area is decorated to be as comfortable as possible for women and families.

More information on the new Maternity Unit at FGH can be found at: <https://www.uhmb.nhs.uk/hospitals/furness-general-hospital/your-new-maternity-unit/>.

### Spotlight on Integrated Care Communities



There are 12 Integrated Care Communities (ICCs) in Morecambe Bay. Each ICC brings together health and social care professionals, the voluntary sector, and the local population who work together to improve health and wellbeing.

Each week we will focus on a different ICC so we can share some examples of their work with you. This week we look at Garstang ICC and their work with elderly frail patients.

Garstang has a population with a high proportion of elderly and frail people and the focus of the ICC's work has been to assess the population's unmet needs and promote self-care against acute and or long term illness. This will help to prevent unnecessary hospital admissions and keep the community as safe as possible in their homes.



Their work has been aided by the attendance of Deputy Chief Nurse from UHMB Joann Morse at the ICC's monthly meeting in the community. Together with all our ICC members we have recently focused on Frailty and Mental Health. As a smaller sub group we have focused on how we can improve communication between community and the ward staff, with a particular focus on safe transfers of care using the Situation, Background, Assessment, and Recommendation (SBAR) technique. This can be used to facilitate prompt and appropriate communication, and which has gained popularity in healthcare settings, especially amongst professions such as physicians and nursing. STRATA software helps streamline the referral process from the initial point of the clinicians referral to the most appropriate type of care for the individual.



Joann said: "Attending the meeting has facilitated building a better understanding of what the ambitions of the ICC are for their local citizens. We have been able to focus on what makes a difference to patients using our services and as importantly staff working in the service. As the link I have been able to quickly resolve issues that were causing frustration and hindering safe transfer of care. "



### Personal Fair Diverse drop-in sessions

Are you a personal fair diverse champion? Come along to the drop-in sessions and discuss your role, where you see your role going in the future and how we see your role developing. This will give you the opportunity to see where your role fits into the PFD/Respect family.

The drop-in sessions will be your chance to have your say so please come along. We can only make a difference if we all work together to get the right end result of a fully inclusive Trust. The sessions are as follows:

- FGH 24 January 2018 at 10am -12:30pm, Ed Centre Room 4
- RLI 25 January 2018 at 9am – 12pm, Ed Centre Room 1
- WGH 26 January 2018 at 10am – 1pm, Ed Centre Room 1



### Date for the diary

Following the success of Women Calling Time on Wine O’Clock in October, it’s the men’s turn. The HEAT Team are organising a men only day linked to issues relating to alcohol.

So far they have two authors attending who will speak of their own experiences of alcohol and recovery. The day will include a mix of clinical and psychological topics linked to men and social pressures such as machismo around alcohol. There will be a session on alcohol-related grief and how men deal with this topic. Lunch will be provided and the full itinerary is being finalised to be released nearer the date. The date is open to male staff with an interest in the topic and will involve local community support agencies.

The training day will on Wednesday 28 February, all day, in the RLI Education Centre and is bookable on TMS. Any questions ring HALS on **01524 512282 or 42282**.

### Reduce your risk this year

The theme for the Cervical Cancer Prevention Week (this week) 2018 is “Reduce your risk.” Cervical cancer can be prevented. With your help we can ensure every woman knows how they can reduce their risk of the disease and the steps they can take to look after their health.

This means:

- **Attending cervical screening when invited**
- **Knowing the symptoms of cervical cancer and seeking medical advice if experiencing any**
- **Taking up the HPV vaccination if aged 11-18**
- **Talking to friends and family to ensure they know how they can reduce their risk**
- **Knowing where to find support and further information**

To help raise awareness and offering more information, the Gynaecology team at FGH are displaying a stand in the Ante Natal Clinic this week. To find out more about Cervical Cancer Prevention Week, visit Jo’s Cervical Cancer Trust website [here](#).





## Nursing Supplies Group – cost savings

The Trust were using 17 brands of **BP Cuffs** and with the support of Medical Engineering we have been able to standardise to three brands. The standardisation of this product area will achieve a Trust annual saving of **£13.8K**. Please click [here](#) to access the 'purchasing reference guide' for confirmation of the new product codes which should now be ordered via NHSSC. Please ensure all current stock are used before the change is implemented.

Many thanks, **Procurement and Supplies**

## There is still availability on the IOSH courses

This is a four day course for managers, accredited by the Institute of Occupational Safety and Health. Relevant to all managers of Band 8 and below with responsibility for staff and activities. Attendees will be required to have a basic working knowledge of health and safety expectations in the workplace.

It is now the expected standard for our managers to ensure a consistent level of knowledge and a consistent approach trust-wide, supporting the improvement of our health and safety culture. It looks at relevant aspects of general health and safety management and gives managers the tools and knowledge they need to manage the health and safety issues they are responsible for. All four days must be completed and attendees must pass a test at the end of the course to be awarded the certificate.

There will be an administration charge of £44 per person which is required by IOSH to cover the cost of your registration, workbook and certificate. To book on TMS, simply book the first date of the four day course you wish to attend and the subsequent dates will be booked for you. Contact the Health and Safety Department on **45260** with any concerns.

### 2018 dates

8, 13, 22 and 27 February 2018

9, 17, 24 and 31 May 2018

4, 11, 18 and 24 September 2018



## Schwartz Round at FGH

A Schwartz Round is a multidisciplinary forum where staff discuss emotional and social dilemmas that arise in caring for patients. The next Schwartz Round is being held on Friday 26 January, in the Conference Room, Education Centre between 12.45pm - 1.30pm. The title for this round will be 'Treat us with respect.' Lunch will also be provided for those that attend at 12.30pm.

## Valentine's Day raffle tickets now on sale

Support local families by taking part in our Valentine's Day raffle, in aid of the Bayb's Maternity Appeal. It's just £1 a ticket and all donations will go towards making FGH's new South Lakes Birth Centre a real home from home for local families, funding equipment and furnishings. You can win a Large Mamas and Papas rocking horse, a doll's pram, a day pass for Windermere Lake Cruises, a family ticket for the Motor Museum, a family cinema voucher and more. Prizes have been kindly donated by local companies including Baby Bitz in Barrow, Windermere Lake Cruises and the Roxy Cinema, Ulverston.

To buy your tickets, contact Heidi Bowron on **01229 404473**, [Heidi.Bowron@mbht.nhs.uk](mailto:Heidi.Bowron@mbht.nhs.uk). Good luck!



### New porter allocation system

The Trust has recently launched a new system for porter requests. Here Paul Brooks, Divisional Projects Manager for patient environment, talks us through the Wave 8 Listening into Action and Improvement scheme.

#### Why did you need to go ahead with your scheme?

The Trust is a large rural area with three main sites, covering around 1,600 square kms. Requests for a porter from wards and departments were made verbally via telephone across all three sites to a facilities supervisor, which was not an efficient use of the resources.

In addition the users kept that porter by adding additional duties, without another request being made. This resulted in issues such as inequitable split of workload, no prioritisation, and a feeling that there was a need for more porters with no evidence to support.

#### What did you have to do?

Everyone at the Trust uses porters; their work often starts before and continues after any clinical intervention. It was clear that the system for allocating porter resource had to change. It had to be SMART (specific, measureable, achievable, responsive and timely).

We trialled several electronic systems, which resulted in issues such as duplication, before embarking on the new porter allocation system.

#### What were the outcomes?

- Redeployment of porter resource, saving the Trust additional expense of recruitment
- The Trust can now monitor the use of porter activity/ resources accurately and impacts on service delivery
- Positive impact on improvement targets - reduced overnight stays, reducing Trust inpatient costs, reduced missed appointments and reduced discharge delays
- Service users have full control of their requests and can monitor the progress of their request and keep their team and patients involved in progress
- A reduction in duplication of requests
- Significant time saving on wards and no longer chasing requests/waiting to make telephone bookings
- Generate reports to manage service and monitor key performance indicators.

#### Would you recommend LiA and Improvement approach?

Yes, LiA gives the Trust a wide forum for sharing; and testing out projects as well as equipping staff with the necessary skills, documentation, and measurement tools from concept to implementation, within seven easy steps.

You can find out more about the new system by watching the following videos at <https://youtu.be/lpY7HzHOSJl> and <https://youtu.be/-vBpJ-nmrS0>. You can also contact Paul Brooks on [paul.brooks@mbht.nhs.uk](mailto:paul.brooks@mbht.nhs.uk) with any queries.



### Hospital lunchtime lecture - RLI

The next hospital lunchtime lecture at the RLI is taking place on Wednesday 24 January, from 12:30pm – 1:15pm, in Seminar Room 5. The lecture will be on 'The Behavioural Standards Framework. A Leadership Project to Embed the Ethos into the Workforce.' All staff are welcome and lunch will be served in the Education Centre reception at 1:15pm.



## Does your department hand out patient leaflets from external organisations?

Do you spend time explaining to patients where to find good healthcare information online? Or hand out externally produced leaflets? Then we want to hear from you!

Many charitable organisations, associations, and Royal Colleges produce good quality, up-to-date patient information that we use across the Trust. The Trust has [a list of approved sources](#) for external patient information and [a simple form](#) to fill in to get the information that your department uses onto this list.



However, keeping track of all the external leaflets we have on hand can be tricky, especially with departments working cross bay. Sometimes leaflets may go out of date sitting in boxes in an office, or a patient may prefer to look the information up for themselves online only to end up reading information that may be out of date, not checked by health professionals, or that contradicts what they've been told in hospital.

As part of a project to audit all the patient information we hand out across the Trust, a need was identified for a dedicated collection of external resources linked from the Trust's own website, to make finding good quality patient information easier for both patients and staff. Such a resource for external information [already exists on the Maternity webpage](#), after at least one prospective mother fed back that she'd struggled to find good information during her pregnancy. Following the success of the Maternity page, a webpage has been created to host a 'library' of external resources from other specialities and populated with links to externally-produced information that staff have already passed on. You can access the webpage to see what we're already sharing here: <https://www.uhmb.nhs.uk/our-services/external-patient-information/>.

However, to make this a comprehensive resource we need staff to pass on a list of all the external patient information they hand out, and that they would like linked from this webpage. This can be leaflets, booklets, or videos that you either hand to patients in clinic, have available in wall racks and on the ward, or that you advise patients to access online after they leave the hospital. To help you assemble this information, an audit form has been put together – [you can access it here](#). Once you've filled in the form for the leaflets you use, please save it and return it to [patientinformation.officer@mbht.nhs.uk](mailto:patientinformation.officer@mbht.nhs.uk).

Please note, for external information the form should ideally include a website link (URL) to the most up-to-date version of the information. But if this is not available, please complete as many of the boxes as possible and include the source (organisation) instead of the web link.

## Project Management training now available

The Project Management Office (PMO) are pleased to announce new dates for Project Management training. These courses cater to the varied backgrounds and requirements of staff. These are available to book now via the Training Management System (TMS) – listed under the 'Management & Leadership' category.

If you would like more information about the courses, please do not hesitate to contact the PMO on ext 42181/45424 or by emailing [PMO.Mailbox@mbht.nhs.uk](mailto:PMO.Mailbox@mbht.nhs.uk). Course dates are:

**Tuesday 30 January 2018 at WGH**

**Tuesday 13 February 2018 at FGH**

**Tuesday 27 February 2018 at RLI**