The Royal College of Midwives visit our Maternity units

Our maternity team recently welcomed the Royal College of Midwives (RCM) for two special visits.

On Tuesday 6 August and Wednesday 7 August, Cathy Warwick, RCM Chief Executive, visited the our three maternity units at the RLI, FGH, and WGH.

The visit allowed Cathy to see first-hand the services our maternity team offer to women and families across the Trust, and also talk to staff from all levels about how the teams work together across the hospitals, the improvements the service has made in the last few years, and what they feel they, as NHS staff, can learn from the recent high profile reports into failings in the NHS.

On Thursday 8 August, the RCM came back to the Trust – this time to FGH, to hold an educational conference for maternity services staff.

Our maternity team also got the opportunity to update the RCM on the many improvements maternity services have made, and the work our Supervisor of Midwives team has been doing in helping to support staff over recent years.

Sascha Wells, Head of Midwifery, Obstetrics and Gynaecology, said: “We are really pleased that Cathy and her team could take the time out of their busy schedules to come and see what we are doing here in Morecambe Bay.

“We work closely with the RCM for the benefits of staff and the women we care for, and I know that staff appreciated the opportunity to talk to Cathy and her colleagues about the journey our service has been on over the last few years, and where we want to get to in the years to come.”

Cathy Warwick, Chief Executive of the Royal College of Midwives, said: “I was delighted to visit the Trust and its maternity units, where great strides have been made to improve the service for women and their babies in the area.

“This is an example of a Trust learning from the past to ensure that services are safe and of high quality now and into the future.”

Click here to visit Cathy’s video blog and find out more about her visit.

Thanks to everyone involved in the visit.
Staff are keeping in touch with the Chief Executive

I recently sent all staff an open invite to attend the first hospital ‘keep in touch’ meeting with myself and colleagues. The first meeting took place at FGH on Monday 19 August, and I was very pleased to see such a wide range of different roles and divisions represented. It is vital that we have as wide a representation of staff at these meetings to ensure as many views as possible can be heard.

As promised, the meeting was fairly informal, lasted an hour, and allowed an open discussion on the types of issues that staff may wish to discuss and who they would like to see attend in the future.

In summary, we were able to discuss:

• That we should summarise each meeting in Weekly News as a form of briefing, but also to encourage other staff to take part
• That I would look to arrange the meetings at each hospital around every four to six weeks
• That I would invite other members of the Trust Board to attend
• Rather than a fixed agenda, staff who are attending could email any items they want to be discussed or raise them on the day if this is not possible
• That I would deliver an update at each meeting to supplement department team briefings
• The need for members of the Trust Board to be more visible
• Specific site items including maintenance, staffing ratios, communication, and recruitment / retention of staff

I agreed that I would personally look at a number of items that were raised and welcomed the invite to spend time with the estates team at FGH and don a boiler suit. I will shortly send you the meeting dates for the remainder of the year, across all of our hospitals.

Thank you to those staff that were able to make it this week, and I look forward to meeting many more of you soon, both at the meetings and whilst visiting your departments.

Jackie Daniel, Chief Executive

Outpatients is continuing to become paperlite

The fourth cycle of the paperlite outpatient project, which aims for our outpatient departments to become paperless, started this week. The treatment functions involved in the next cycle are: paediatric ophthalmology, breast surgery, respiratory medicine, clinical physiology, upper gastrointestinal surgery and orthoptics.

If you work in one of the areas listed above, the accelerated clinical content team will be visiting you to explain how paperlite will work for you, and to assess and produce your content requirements. In the meantime, training is underway for staff working in ENT, gynaecology, colorectal surgery, clinical microbiology, and dietetics.

We will keep you updated.
The Bereavement Office at the RLI is officially open

The Bereavement Office at the RLI was officially opened by Dr Peter Nightingale, Lancaster GP and National End of Life Care lead, on Wednesday 21 August. Peter was joined by Joann Morse, Deputy Chief Nurse, who was the driving force behind the creation of the office, and Lindsay Pinch, Bereavement Nurse Specialist, whose role it is to support bereaved relatives during what is a distressing and emotional time in their lives.

The new Office, located next to the Coroner’s office on the first floor in Medical Unit Two, provides a quiet area for bereaved families to collect loved ones’ personal effects and coordinate appropriate documentation.

Lindsay Pinch, said: “This service is already making a huge difference to bereaved relatives, and I am honoured to be part of it. I am available to support patients, families and nursing/medical staff, pre and post bereavement, and refer to other local services if needed.

“I am also hoping to encourage families to have that important conversation in relation to tissue donation. I would like to thank doctors and nurses at the RLI for their continued support, and give a special mention to Joann Morse, Deputy Chief Nurse, who set up this valuable service.”

Members of the public who attended the event also took the opportunity to chat to the bereavement and palliative care teams, Coroner’s officer’s, representatives from the local hospice, Cancer Care, organ and tissue donation, and the local registrar.

Sir David Nicholson to visit the Trust

We are pleased to announce that the Chief Executive of NHS England, Sir David Nicholson, will be visiting us on 30 August. Sir David will visit FGH and the RLI to meet with patients, staff, volunteers and governors, and to see first-hand the improvements that have been made during the last year. This is an important time for us as we continue the work to drive up standards of care whilst managing the many challenges facing the whole of the NHS. We are certain that Sir David, as the leader of the NHS, will be able to provide further valuable direction in these areas. We are sure you will join us in making Sir David as welcome as possible during his visit.

Environmental cleaning - advance notice

From 1 November, the chemical, Chlor Clean, will be used in all patient areas, contact surfaces, and toilet cleaning. Anyone with a known chlorine allergy should discuss this with their line manager.

Managers are recommended to seek advice and guidance and refer any employee to Occupational Health if there are any concerns.

“We will be the best - providing excellent compassionate care to the people of Morecambe Bay.”
New Physiotherapy service available for staff

We have recently launched a new rapid access to physiotherapy service within the occupational health departments at the RLI, FGH, and WGH.

This service is aimed at staff that have a musculoskeletal problem which is affecting their normal working hours or duties. This could include:

- Joint injuries
- Back/neck pain
- Muscular aches and strains
- Arthritic pain
- Problems with walking
- Problems with posture

The aim of physiotherapy is:

To promote health and wellbeing in the workplace, to try and prevent problems and avoid staff becoming sick in the first place, to get staff back to work on normal duties if they are on sick leave, and to help with a phased return to work if alternative or modified duties are required.

If you need assessment and treatment, you will need to be referred to Occupational Health via your manager, who needs to complete a management referral form. The forms are available on the HR pages of the Intranet or by clicking here. The referral will then be triaged by the Physiotherapist, and an appointment will be made for an assessment.

Following the assessment, treatments may include:

- Exercises
- Advice
- Mobilisations
- Acupuncture
- Hydrotherapy
- Electrotherapy

If you have any questions regarding this service please contact Occupational health on ext 42290 or email occhealth.referrals@mbht.nhs.uk.

What are our patients saying?

“On Monday 5 August, I was taken to FGH by NWAS (complimentary email also sent) with a suspected heart attack, thankfully this proved not to be the case.

“Although extremely busy the kindness, consideration and professional caring approach of the staff to my wife and I was self evident.

“This was at every stage of my admission from the receptionist, porters, cleaning staff, sisters and nursing staff, and x-ray technician. From the clinicians and their registrar very clear communication and explanations about tests and diagnosis.

I was discharged on 6 August, please convey my gratitude to all shifts on the wards and departments involved in my care. Kindest regards.”
Early Warning Score policy - know the facts

The Early Warning Score (EWS) policy details how and when physiological observations should be undertaken, and ensures standardisation of practice across all inpatient areas in order to maintain the safety of patients.

We mentioned last week that we will be featuring some key points from the EWS policy in the next few issues of Weekly News.

This week's is below:

All patients admitted as an emergency should have their observations recorded four hourly for 24 hours as a minimum. After this time, the frequency can be reduced in line with the EWS action algorithm. Click here to read the policy in full or if you have any questions, email Melanie Woolfall, Acute Care Specialist nurse at melanie.woolfall@mbht.nhs.uk or Allyn Dow, Ward Manager, at Allyn.Dow@mbht.nhs.uk.

External major incident exercises to take place

Over the coming months, we will be taking part in a series of external major incident exercises.

Exercise Jaggar, taking place on 3 October, is a regional mass casualty table top exercise and we are committed to fielding a full response team for the exercise. If you are a loggist, Duty Manager, Senior Manager on call or Matron / Senior Nurse, and you wish to take part, please contact sally.young@mbht.nhs.uk.

Exercise Condor is taking place in February 2014, and is based on a radiation incident at Heysham Power Station. During this exercise, we will be testing the management of a contaminated casualty in the Emergency Department.

Exercise Mallard is taking place in March 2014, and is based on a train crash in Carnforth. This exercise will test the Emergency Services, Regional Mass Fatalities plan, and mortuary response.

Further details on the exercises taking place next year will be featured in Weekly News soon.

New base for the major incident room at the RLI

The major incident room is moving to the X-Ray seminar room at the RLI and should be operational by October 2013. The numbers and roles within the room will remain the same but the facilities will be much more suitable. Once the room is ready, orientation sessions will be advertised for staff to come and visit the new room.
Your Health and Wellbeing (Issue 2)

Back Pain at Work?
Help us to Help you.

Most people experience back pain or another musculoskeletal problem at some point in their working life. There are things we can do as employers and also things you can do as an employee.

The HSE states the early reporting of symptoms, proper treatment and suitable return to work plans can help most people recover from their injuries and return to employment.

Help yourself

- During computer work, ensure that you adjust your chair height so that your forearms are comfortably resting on the desk and your elbows are roughly at right angles
- Co-operate with arrangements your manager introduces to reduce risks such as equipment or reporting of incidents.

How your manager can help you

- Referral to Occupational Health
- Input from Health and Safety which may include completing a manual handling risk assessment
- Consider any equipment which may be available to enable you to remain in work
- Refer you for a functional Activity Assessment with Health and Safety

NEW—Rapid Access to Physiotherapy

The trust has now implemented a new Rapid Access to Physiotherapy Service within the Occupational Health Departments at FGH, RLI and WGH.

Staff who have a musculoskeletal problem are referred to Occupational Health through the normal process. Their referral is then triaged and an appointment with the physiotherapist will be made for assessment.

Have you visited the Employee Assistance Programme (EAP) website for access to lots of free confidential services? Access now using: www.ppconline.info

Username: morecambe
Password: life

Did you know...The EAP offers a tool called ‘The Five Step Programme—Healthy Back’? (To access see bottom right for username and password)

The programme looks at:
- Reflection—the cause of the back pain
- Understand the options available to you
- Prevention is better than cure
- Create an action plan

Use the below link to take you to the Five Step Programme:

Did you know....

- In June 2013 124 episodes of absence were due to musculoskeletal or back pain.
- This equates to approx. 1064.09 FTE days lost.
- The Health and Safety Executive (HSE) report that 11.6million working days a year are lost to Musculoskeletal Disorders.