



# Your Weekly NEWS

## Outpatient eLetters

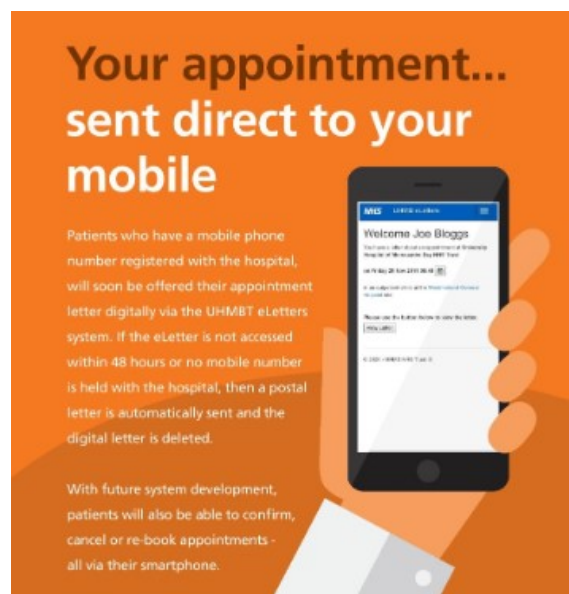
Patients attending outpatient appointments at UHMBT will start to receive their appointment letters via SMS text message in a matter of minutes, instead of waiting for a paper copy to come through the post.

The UHMBT eLetters system will be rolled out on a service by service basis starting with Gynaecology from August 2020. The Trust engaged with focus groups across Morecambe Bay last year about the project and received positive feedback. The eLetters system will also help the Trust to:

- save an estimated £57,000 per year in postage costs in its Community Patient Contact Centre
- potentially save substantially more on postage costs with system roll out across all booking teams
- become more environmentally friendly by cutting down on paper usage
- free up time for outpatient clerks to spend more time engaging with patients and other key tasks.

If the Trust has a patient's mobile phone number and they have not opted out of the service, a text will be sent to them with a pin number and link to their outpatient appointment letter.

If the link is not accessed within 48 hours this will be flagged on the Lorenzo Electronic Patient Record system and a letter will be sent to the person's address. If a person does use the link and view the appointment letter within 48 hours a letter will not be posted to them. Future development of the eLetters system will give people the option to confirm they can attend their appointment, book a new appointment date or cancel their appointment completely if they feel it is no longer required all via their phone. [You can find out more information here.](#)



**Your appointment...  
sent direct to your  
mobile**

Patients who have a mobile phone number registered with the hospital, will soon be offered their appointment letter digitally via the UHMBT eLetters system. If the eLetter is not accessed within 48 hours or no mobile number is held with the hospital, then a postal letter is automatically sent and the digital letter is deleted.

With future system development, patients will also be able to confirm, cancel or re-book appointments - all via their smartphone.

## UHMBT Patient Safety Unit refocuses on creating a safe clinical environment

The UHMBT Patient Safety Unit (PSU) is refocusing its efforts on reducing mortality, tackling areas where there is an increase in incidents, continuing to learn from mistakes and reinforcing a robust assurance and surveillance system.

Led by Dr Shahedal Bari, Medical Director of the Trust, and Deputy Chief Executive, Sue Smith OBE, the PSU is building a bold plan to reinforce the Trust's culture of patient safety and openness. The PSU was set up in 2016 to support the Trust's ambition to become one of the safest organisations in England and the aspiration to become recognised nationally and internationally as being at the forefront of patient safety through delivering high quality safe care. Dr Bari said: "We will continue to learn from any mistakes and will feed into the wider work of our culture of patient safety. It is human to make mistakes and the PSU work plan will encapsulate work to reduce the potential for error through openness, transparency, learning and acting when things go wrong."

[Read the full story here.](#)



## Our Black, Asian and Minority Ethnic Staff Network

A very warm welcome to our new members! A huge number of you have signed up to the network in the past month which is wonderful, so I wanted to take a moment to explain a bit more about who the network leads are, what we do, and how you can access support if you need it. We would love to have more voices in our group - if you would like to join the network, please email me at [hannah.chandisingh@mbht.nhs.uk](mailto:hannah.chandisingh@mbht.nhs.uk).

### Our network

We are a network of Black, Asian and Minority Ethnic colleagues from all levels of the organisation who come together in support and celebration of each other.

Particularly at the moment in these difficult times, we are putting a lot of focus on supporting one another, keeping each other safe and listening to your concerns as well as working closely with colleagues in Workforce and Occupational Health. We are here for you if you need us; please don't hesitate to get in touch.

We are also working hard to make a difference to policy and procedures to address racial inequalities and issues within the organisation. We are always keen to hear your thoughts and ideas.

As things begin to return to normal, we would love to spend more time sharing joy and celebrations from all of our different cultures. Social events may not be possible right now but we are working on it!

### Our team

Network Chair: Lakshmi Patil; [lakshmi.patil@mbht.nhs.uk](mailto:lakshmi.patil@mbht.nhs.uk)

Network Exec Sponsor: Shahedal Bari; [shahedal.bari@mbht.nhs.uk](mailto:shahedal.bari@mbht.nhs.uk)

BAME Speak Up Ambassador: Amit Kochhar; [amit.kochhar@mbht.nhs.uk](mailto:amit.kochhar@mbht.nhs.uk)

Communications Lead: Hannah Chandisingh; [hannah.chandisingh@mbht.nhs.uk](mailto:hannah.chandisingh@mbht.nhs.uk)

NHS Workforce Race Equality Standard expert: Krishnaprasad Karnad; [karnad.krishnaprasad@mbht.nhs.uk](mailto:karnad.krishnaprasad@mbht.nhs.uk)

Social Leads: Yaseen Gani; [yaseen.gani@mbht.nhs.uk](mailto:yaseen.gani@mbht.nhs.uk) and Syed Askari; [syed.askari@mbht.nhs.uk](mailto:syed.askari@mbht.nhs.uk)

### Where you can find us

Our network meets virtually via Teams every other Friday lunchtime at 12pm - these meetings often have a theme or guest speaker and recently we had Clare Hill from our Occupational Health team who led a great session on looking after your health and wellbeing.

We have a dedicated Teams channel, which is a great place to ask questions, start discussions and receive network updates. We also have an active social media presence on Twitter ([@BAME\\_UHMBT](https://twitter.com/@BAME_UHMBT)) and a [closed Facebook group](#). We would love to build up more of a community on these channels, particularly as our social events begin to grow again, so do follow us and say hello.

If you have a worry or concern that you would prefer to discuss confidentially, please do get in touch with our BAME Speak Up Ambassador Amit who will be very happy to support and advise you.

## Learning Disability Awareness and Autism Awareness training

Following a campaign by Paula McGowan after the avoidable death in Hospital of her son Oliver, the Government has introduced mandatory training for all Health and Social Care staff.

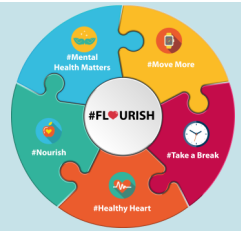
As a result, e-learning training for Learning Disability Awareness and Autism Awareness has been developed and is now in all UHMBT staff members TMS mandatory training.



## Big 5 campaign — Make sure you have the right PPE

Using the correct personal protection equipment (PPE) across our services is important because:

- PPE equipment helps reduce the risk of people from coming into harm.
- It helps to stop the spread of coronavirus - if PPE is used properly it can help save lives.
- PPE will minimise the risk from airborne, droplet and contact transmission.
- Good hand washing and hygiene after taking off the PPE will help to prevent ongoing environmental contamination.
- PPE will help to protect you and your patients both now and in the future.



An updated bed management plan is now in place across our hospitals. This plan has been developed with clinicians to continue to manage patients in colour-coded zones depending on their risk of coronavirus (COVID-19), and what level of PPE is required. [Find out more about the Big 5 campaign.](#)

## NHS Parliamentary Awards

The NHS Parliamentary Awards honour outstanding nominees who have innovated, impressed and made a real difference to how the NHS provides care for patients. Nominees could be an individual, a team, or an entire organisation, and they don't have to be working within the NHS. These awards are for anyone working for or with the NHS towards the shared goal of delivering health and high quality care, now and for future generations.

Submit nominations by emailing [Phil.Woodford@mbht.nhs.uk](mailto:Phil.Woodford@mbht.nhs.uk) by Monday 17 August 2020. [Read more about the award categories and criteria here.](#)

## National People Pulse survey — we want your views!

Listening and responding to your concerns is as important as ever and your health and wellbeing remains a top priority for us. So, as we enter the next phase of our response to coronavirus and safely restoring NHS services, we want to continue to provide the support our colleagues deserve and need.

That is why, in partnership with NHS England and Improvement, we are launching a new staff 'pulse check' which is entirely anonymous and voluntary.

NHS People Pulse will give us another way to listen to your views and help improve the support we provide during the coronavirus response and recovery. Your feedback will also inform local and national changes that improve the experiences of our people and patients.

The short survey will ask a number of important questions every two weeks to ensure that the ongoing views of colleagues across the Trust are captured. It only takes five minutes to complete and is completely anonymous.

The survey is now open until January 2021 and you can share your views and tell us how you feel by [clicking here](#). Thank you to colleagues who have already responded to the survey but if you are yet to complete the survey we have received some helpful feedback to help to locate the name of your place of work. To find University Hospitals of Morecambe Bay please type 'Morecambe' in the search box and the name of the Trust should appear. The survey is now open and you can share your views and tell us how you feel [by clicking here](#).

For further information please contact Gillian Day, Inclusion and Diversity Workforce Advisor, on [gillian.day@mbht.nhs.uk](mailto:gillian.day@mbht.nhs.uk) or 01539 716605 / Ext 46605; or AskSami on [ask.sami@mbht.nhs.uk](mailto:ask.sami@mbht.nhs.uk) or 01524 519700.



## Seeking volunteer learning disability mortality reviewers

The Learning Disabilities Mortality Review (LeDeR) programme was established in May 2015 to support local areas across England to review the deaths of people with a learning disability, to learn from those deaths, make recommendations and provide assurances that learning has influenced clinical practice.

Morecambe Bay CCG is expected to work with their local partners including people with a learning disability, families and carers, local authorities and NHS Trusts. Morecambe Bay CCG has a responsibility to improve the quality of the health and social care services provided to people with a learning disability and to address the persistent health inequalities that people often face.

The CCG is now looking to establish a cohort of practitioners who would be interested in becoming LeDeR Reviewers. We are hoping to have a pool of six to eight reviewers from across various specialities which will be less resource intensive. The CCG would like to take a system-wide response to the work collectively so that we can have a strategic approach to embed the learning .

Morecambe Bay CCG is committed to the LeDeR programme and is looking at recruitment of reviewers at local level across all sectors.

This commitment to improving transparency and making sure that the deaths of people with a learning disability are reviewed in a timely manner within the recommended six-month time frame, will ensure learning is translated into effective action.

Volunteers will need support from their line managers to be allowed to train and undertake mortality reviews. You will receive LeDeR reviewer training and there will be an expectation that you will undertake reviews that are estimated to take up to four days to complete. The review process includes arranging to interview family/carers and professionals involved in the patients care prior to death, review GP and hospital notes and complete the LeDeR review matrix. It is an extremely valuable process and helps identify areas for improvement in learning disability care. It is a review and not an investigation so you provide information, not a judgement.

If you want to be part of this exciting new challenge whereby we can influence system changes and practice development, please contact Brian Evans, Matron for Learning Disabilities, Autism and Complex Needs at [brian.evans@mbht.nhs.uk](mailto:brian.evans@mbht.nhs.uk) for more information.

## Blood transfusion lessons learned

Following a recent quality meeting and incident review, a Blood Transfusion lessons learned bulletin has been issued. [Click here to read the bulletin.](#)

## Blackpool Illuminations celebrates 'Corona Heroes'

Blackpool Illuminations autumn display, which will be presented under a theme of 'Bring On The Light,' will celebrate the extraordinary efforts of the NHS and other key workers during the coronavirus pandemic. As part of the tribute section, VisitBlackpool is inviting nominations for key workers to be included in a Corona Heroes display within the six-mile stretch of the Illuminations.

Around 50 of the successful applicants will have illuminated images of themselves displayed within a newly-created section just a stone's throw from The Blackpool Tower. [Get more information here.](#)







## Scarlett receives prestigious national memorial award from The Queen's Nursing Institute

A District Nurse who works for the Trust says she is honoured to have received a top award from The Queen's Nursing Institute (QNI).

Scarlett Peat, 32, from Bolton-le-Sands, was presented with the prestigious Philip Goodeve-Docker Memorial Prize 2020 for her outstanding work while studying for her District Nursing qualifications at the University of Cumbria in Lancaster.

The QNI is a national charity that works to ensure that patients, families and carers receive the highest standard of nursing care in the community.

Scarlett, who is currently working in the Trust's Morecambe Area District Nurses team, says she was both surprised and proud to receive the award.

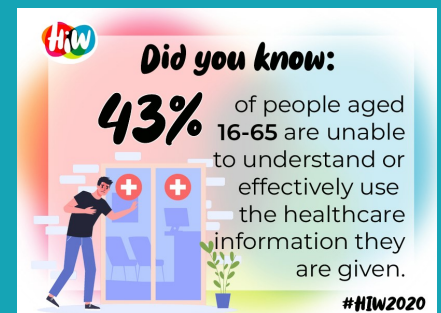


Scarlett said: "I had no idea about the award; I didn't think I would ever win anything like that. My tutor, Sue Harness from the University of Cumbria, rang me to say she had nominated me.

"It was a lovely surprise to hear I'd actually won the award. Nine months of hard work had paid off. I wanted to study to improve my knowledge and the care I provide. I try to be kind, compassionate, understanding, knowledgeable and on the same level as my patients." To read the full story, [please click here](#).

## Health Information Week 2020: is our health information trustworthy and useful?

Every year, Health Information Week takes place in early July, with the intention of highlighting the impact of good healthcare information on people's ability to stay healthy, and to manage their illnesses. The right information, provided in the right way to patients who need it, can improve health outcomes and patient experiences – yet 43% of people aged 16-65 are unable to effectively use, or even understand the healthcare information provided to them.



Health Information Week varies the theme each year, but always aims to highlight how important information, written or electronic, can be to people's health. In light of the global pandemic, the theme for 2020 was refocused to finding trustworthy information, and wellbeing. The HIW2020 website here: <https://healthinfoweek.wixsite.com/> has a variety of resources available on these themes, including links to good resources such as information app, and guides on locating trustworthy information. You can also visit their Twitter [@healthinfoweek](https://twitter.com/healthinfoweek) to view the resources and tips provided through the week.

As a Trust, 6.5% of Patient Relations cases from the last five years have been related to issues with communication, of which almost a hundred escalated to formal complaints. If we produce clear, patient-reviewed information, it results in patients who are able to follow their care plans accurately because they understand why they are being asked to take certain actions, and who can make informed choices regarding their care, with an understanding of any risks. All Trust patient information should be produced in line with the Trust's patient leaflet process, available on the Procedural Document Library [here](#). Further Trust resources and guides on producing patient information is available on the Trust intranet [here](#).

## New LGBTQ+ Leaders Network

A new network for LGBTQ+ leaders and allies across health and care has launched. The Health and Care LGBTQ+ Leaders Network will provide an essential platform for the LGBTQ+ community to listen, share and engage with peers and allies. [Find out more here](#).



## Help our local hospices and win a new £900,000 house!

Throughout the coronavirus (COVID-19) pandemic, our communities have been overwhelmingly generous – both in their support for local health and care services but also in terms of donations. Our own hospital charity has seen some fantastic donations for both patients and colleagues.

Although we do have our own charity, our local hospices are causes very close to all of our hearts. Not only are they key healthcare partners for our Trust, but they also provide vital services to our patients and their loved ones and the entire community at what is the most vulnerable time in their lives.

Hospices rely heavily on fundraising and donations to enable them to carry on providing the fantastic services they do. The coronavirus pandemic has hit many individuals, families, local businesses and charities hard and our local hospices are no different.

That is why we are asking you to take a look at the unbelievable prize draw from St John's Hospice below and support the cause by purchasing a ticket (or more) if you are able to.

### You could win Melling Hall!

Melling Hall is a three storey home with a sweeping driveway, a kitchen that has jumped straight out of a designer magazine, a two storey high entrance hall with a spectacular staircase, three double bedrooms with panelled shutters and their own bathrooms, plus a self-contained two-bed loft apartment. The house was recently independently valued at £900,000 and it could be all yours for just £2.50!

St John's Hospice and the additional charities will receive £100,000 if owners Julie and Guy Vass achieve the minimum number of ticket sales, but the intention is to raise a maximum so that the all the charities will receive £200,000 between them. In the unlikely event the minimum target is not met, they will still hold the draw and the charities will receive a cash prize of 20% of net sales and the winner will receive 80%.

There is also a second prize of £5,000, which will be shared between the two entrants who have created the highest number of ticket sales by informing other people of the existence of the Draw, so there is more than one way to win!

Tickets are on sale now and can be bought via [www.winacountryhall.com](http://www.winacountryhall.com). For every four tickets you buy, you get one free! Terms and conditions are available at the link above.



The advertisement features a large image of Melling Hall, a three-story Georgian country house. A circular callout on the right side of the image contains the text: "£2.50 could win you this beautiful Georgian country hall at the gateway to the Lake District". Below the main image, there is a promotional banner with the text: "WIN MELLING HALL A Special Prize Draw - Visit: WINACOUNTRYHALL.COM Supporting: NHS CHARITIES TOGETHER and ST JOHN'S HOSPICE". The bottom right corner of the advertisement includes the logo for the Financial Conduct Authority (FCA) and the text "The FINANCIAL REGULATOR".

## Careers Hub social media makeover

The Careers Hub for the Bay is getting a social media makeover! We are looking for anyone who works in any role (whether it be clinical or non clinical), to please get involved in showcasing the amazing work we are doing in the NHS to the public. This can range from having a short documentary made on your role, to having a quote from you put into a poster, we have a variety of different ways you can contribute. Our main focus is showing all of the different career options within the NHS and social care, and how amazing they are! There are many different ways you can get involved so if this sounds like something you would be interested in please email

[farrah.hill@mbht.nhs.uk](mailto:farrah.hill@mbht.nhs.uk)



## Royal Voluntary Service shops reopen

The Royal Voluntary Service's retail shops have all now reopened and the opening hours are as follows:

- Furness General Hospital, Monday – Friday, 10am – 2pm
- Royal Lancaster Infirmary, Monday – Friday, 10am – 2pm
- Westmorland General Hospital, Monday – Friday, 10.30am – 1.30pm

The following changes are in place:

- Limited trading hours.
- Only accepting contactless payment and introducing self-scan for customers.
- Offering a limited range of products.

The RVS is also reopening the coffee bar at FGH's main entrance on Monday 27 July, 10am - 2pm.



## Happy retirement to Yvonne Blackley

After more than 20 years in her current post as community cardiac rehabilitation nurse and 40 years in the NHS, Yvonne Blackley will be retiring at the end of July.

Yvonne started nursing in 1980, worked in the community as a district nurse before having her family then returned to work in diabetes. She then set up the cardiac rehabilitation service within the Furness area in 1998 and has worked in this community role since then.

Yvonne has supported many patients over the years who have had a heart attack and/or undergone heart surgery. The cardiac rehabilitation programme is a structured exercise and educational programme which is facilitated over a six-week period. Yvonne is also trained to facilitate the Heart Manual – an evidence-based programme which patients can do from home.

Yvonne also attended a local BHF support group for many years to offer support and advice to patients and their families with heart disease in the Furness area.

Yvonne is greatly valued by patients, their families and colleagues and will be missed. We wish her well in her retirement.



## Salary sacrifice car scheme

A salary sacrifice arrangement is an arrangement whereby an employee agrees to 'give up' an element of their gross salary in return for the employer providing them with the use of a brand new 'company car'.

Employees taking part in employer salary sacrifice car schemes will pay Benefit-In-Kind (BIK) tax that arises out of the arrangement of the provision of a 'company car'.

A salary sacrifice car is classed as a 'company car' and not a personal vehicle.

Accordingly, all cars that are provided under this arrangement will attract benefit-in-kind (BIK) tax, details of BIK are provided to employees on form P11D in July each year. HMRC will be notified of the individual BIK and will then issue a revised lower tax code; to recover the required amount of additional income tax; referred to as 'Company car income tax benefit in kind charge'.

Employees with a salary sacrifice car scheme arrangement have a responsibility to ensure that their tax code from HMRC reflects participation in the scheme.





## Coronavirus scams alert #6

This special alert series is intended to provide up-to-date information on scams and fraud threats, in whatever form, currently in circulation to help prevent NHS staff and organisations from falling victim. [Read the 6th edition here.](#)

## Farewell and good luck to Emily Foster

It is with sadness that we say goodbye to Emily Foster. Emily has worked as a Speech and Language Therapist for a number of years within MBHT and before that for CPFT. She is an excellent therapist who goes out of her way to meet the needs of her patients and to support her colleagues. Latterly she has worked with stroke patients as part of the ESD team in North Lancashire but has also worked with the RLI, FGH and South Lakes community. As a service we have really benefited from Emily's knowledge and expertise in the various projects that she has worked on. Emily is leaving the NHS to train to be a teacher and whilst we acknowledge we are going to miss her very much, we wish her all the best for the future!



## Temporary closure of Langdale Ward at Westmorland General

UHMBT is making a temporary change to the way it provides community services at Westmorland General Hospital (WGH) in Kendal to protect the safety of patients and staff at the site.

The Trust operates community beds on the Langdale Ward on Level Four of the hospital. The plan to reinstate elective (planned) services following the coronavirus outbreak means that the WGH site will be used for routine day surgery for patients across the Morecambe Bay area.

This will require those patients to self-isolate for two weeks prior to their surgery to ensure that they remain coronavirus-free. The Trust therefore needs to maintain the site as a COVID-19 secure hospital – free from coronavirus.

As medical patients who are usually admitted to the Langdale wards will not have been self-isolating, the Trust plans to change the way it provides community services for those patients and ensure the safety of patients and staff at the site.

The Trust is therefore temporarily closing the beds on the Langdale Ward and will use staff who provide those services in a different way to support patients in the community to remain safely at home.

Full quality and equality impact assessments have been carried out and the Rapid Response and Rehabilitation services are being strengthened to support people being cared for in their own homes.

We are doing this to ensure that we can treat as many people who need procedures and operations as quickly and safely as possible after they had to be postponed due to the coronavirus pandemic.

We are also strengthening our community teams to ensure that patients across the South Lakes area, who would otherwise have been admitted to the Langdale Ward, can be treated in their own homes and receive the very best care while being able to continue living at home. We would stress that this is a temporary move and the ward will return to its usual function when the threat from coronavirus has reduced. The move will be reviewed every three months.

## Have you won the Bay Hospitals Charity Lottery this week?

This week's winning numbers are:

Draw date: Friday 17 July

8 1 5 8 6 4

Play the Bay Hospitals Charity Lottery online now!

Visit [www.bayhospitalscharity.org/lottery/](http://www.bayhospitalscharity.org/lottery/)

and help make a lotto difference across  
Morecambe Bay Hospitals.

