Don’t miss your chance to have your voice heard!

Thank you to all staff that have taken the time so far to complete and return their NHS Staff Survey. We are now three weeks into the survey and the response rate is starting to go up. However, as of last week, the response rate was 17 per cent which is slightly behind where we were at this time last year.

It really is important you complete the survey as it’s your opportunity to be honest about the areas of your jobs that really matter and also helps to identify areas of success. All completed questionnaires are posted directly to Quality Health and we do not have access to any of the information included on the forms. We really do want to hear your honest views so please take a few moments to complete the survey and return it to Quality Health.

Last year, you were asked how satisfied you were regarding the recognition you get for good work. 37 per cent of staff said they were satisfied that they get recognition for good work and seven per cent were very satisfied. Over the last 12 months, we’ve been doing a number of things to make sure we recognise and celebrate the fantastic work carried out by our staff each and every day.

At the end of last year, we held a number of awards evenings, including the achievement and long service awards, which celebrated those staff with at least 25 years continuous service at any NHS organisation in the country and also staff who were there to celebrate their achievements and qualifications.

We also hosted the first Your Health Heroes awards. The purpose of these awards was to give us a chance to truly celebrate and appreciate the fantastic work that goes on across our hospitals by staff, volunteers, governors and fundraisers. The evening proved a roaring success, with staff, volunteers and fundraisers taking home glittering glass trophies.

You’ll be pleased to hear all the above awards ceremonies will be returning again this financial year, so keep your eyes peeled for further updates in Weekly News soon!

We have had lots more staff achieving fantastic things during the last 12 months, including:

**Trust team wins national award**
The Supervisor of Midwives team from the Trust jointly won the Excellence in Supervision of Midwives of the Year Award from The British Journal of Midwifery Awards 2013.

**Nurse cadet wins prestigious award**
Elizabeth Quinn, cadet at FGH, was awarded the Cadet of the Year award for Cumbria, North Lancashire and Lancashire, at an awards ceremony for around 500 cadets from the North West.
It’s not that long ago that a patient undergoing a meniscectomy (excision of cartilage) would have a hospital stay of 14 days, and be immobilised with a splint for the first seven. Now, with the great strides forward in healthcare, a patient can expect to have the procedure done via keyhole surgery, and be in and out of hospital within five or six hours.

However, whether you are a member of staff or a patient, you can probably highlight a frustration about the way a service or a process doesn’t work as well as it could, leading to delays and inefficiencies. As part of our transition towards providing the best care, the Efficient Patient Care Group was set up earlier this year to oversee the introduction of a range of efficiencies across inpatient and outpatient services. The group includes clinicians and Nurses, and also has Allied Health Professional and senior management input. In short, the work is designed to improve efficiency by reducing queues, unblocking the bottlenecks, and most importantly, improving the patient experience.

Our own internal data and independent external comparisons suggest that our length of inpatient stay is above average, which is both inconvenient for patients and costs us more. This also affects our ability to admit patients from our Emergency Departments and achieve the four hour standard, so there is a real need to continue to focus on improving patient pathways in our hospitals.

Some real progress has already been made in the last few months, particularly with ‘outliers’ – patients who have to be cared for on other wards because designated wards are full. Outliers were common place until recently but have been reduced to almost zero. Key areas in the work of the Efficient Patient Care Group so far include the introduction of an intermediate care service at the RLI, which has helped reduce length of stay by early therapeutic intervention, and a medical short stay ward at FGH which has reduced outliers in surgical beds.

The next phase of the Efficient Patient Care Group work is to look at further inpatient efficiencies where length of stay in hospital can be reduced, and to continue to work with social and community services to allow patients to return home sooner. If you have any thoughts or ideas on how we can reduce the time patients need to spend in hospital, please email Efficient.Care@mbht.nhs.uk.

In the meantime, the hard facts are that with winter looming, patients are at risk of staying in our hospital beds for an extra day longer than they do in summer. This has a significant impact on the way the hospital works and the access patients have to timely care when admission is required.

One key area where ward and clinical teams can together make a difference is in ensuring that patients who require social care assessment have these arranged early. It is critical that members of the Multi Disciplinary Team (MDT) ask - “Is my patient fit for assessment?” It’s an urban myth that patients can only be assessed by social care when they are medically fit for discharge. Assessment should take place when the patient has reached their optimum level. Experienced members of the MDT are able to decide when this is and social services will respond to this providing the patient’s physical and psychological state is unlikely to change.
We are sure you’re aware that we’re taking part in the NHS staff seasonal flu vaccination campaign and this year, we’re off to a great start. After just two weeks, we’ve already vaccinated 18 per cent of our 3,166 front line staff. Pictured to the left is a graph that shows the flu vaccine uptake by division so far.

We want to vaccinate at least 75 per cent of front line workers and to help achieve this, our Occupational Health teams have arranged a number of drop in sessions. We also currently have 42 link nurses who are trained and ready to give you the vaccine on your ward or department. Mr Mark Tomlinson, Consultant Surgeon, recently received his flu jab and explains why he makes sure he’s vaccinated:

“I am generally very fit and well, and never used to feel the need for a flu jab. However having been really unwell three years ago with flu over one of my few holiday periods, which wiped out my family Christmas, I have had the flu jab every year since and suffered no adverse problems or flu.

“The vaccination is now readily available across the Trust in most areas that we actually work, provided by our link nurses - so there is no need to take time out of work or personal time attending Occupational Health appointments. I have simply had my jab in the theatre complex and then carried on with my normal day, and would recommend it to all staff.

“Why risk suffering yourself, or risk passing it on to your family and friends – and of course we do all have a responsibility to try to reduce the risk to our vulnerable patients. Get a flu jab this year and help yourself and the Trust!”

Please remember that having the flu vaccination not only helps protect you, it helps protect your patients and your families. Details of the drop in clinics are below:

- 25 October  9am – 12pm  FGH Occupational Health Department
- 29 October  1pm – 3.30pm  RLI Occupational Health Department
- 30 October  1pm – 3.30pm  FGH Occupational Health Department
- 1 November  9am – 12pm  FGH Occupational Health Department
- 4 November  1pm – 3.30pm  RLI Occupational Health Department
- 5 November  9am – 12pm  RLI Occupational Health Department
- 7 November  1pm – 3.30pm  FGH Occupational Health Department
- 8 November  9am – 12pm  FGH Occupational Health Department
- 19 November  1pm – 3.30pm  WGH Occupational Health Department
- 27 November  9.30am – 12pm  WGH Occupational Health Department

“We will be the best - providing excellent compassionate care to the people of Morecambe Bay.”

Become a flu fighter today

- www.twitter.com/UHMBT
Programme Management Office update

The Programme Management Office (PMO) was set up in 2012, as part of a series of changes to strengthen our governance arrangements, and operates as a centre of expertise for any matters related to project management. The PMO team is available to offer advice, support and a range of tools for projects running in your wards or departments. Through 2012/13, a number of projects were successfully delivered as part of this programme, with a ‘lessons learnt’ exercise undertaken at the end of the year to set the focus for the PMO for the coming years.

A more focused programme has been put together for 2013/14, with the primary focus of providing assurance to the Board, and particularly with projects connected to our conditions of licence.

The programme for 2013/14 consists of the following projects: Women’s and Children’s Intensive Support Programme, Emergency Care Action Plan, Governance Action Plan, Complaints Management, Safeguarding Children, Paediatrics, Harm Free Care, Medical Records/Paperlite Outpatients, Commissioning for Quality and Innovation (CQUIN), and Stroke.

To support this revised role, a new structure is in place comprising a Head of PMO, Simon Raffaelli, a Programme Manager, Martin Kinley, and two Programme Office Managers, Morgwn Trolinger and Suzanne Stevenson. The PMO will become part of the Trust’s newly formed Governance Directorate reporting to Mary Aubrey, the new Director of Governance.

The PMO also offer fundamentals of project management training, which aims to support an understanding of the principles of project management. These workshops include both theory and practical application, through trainer led presentations and interactive group exercises. All staff are welcome to attend, whatever your background, and you can now reserve a place on one of the below dates, via the Training Management System, available through Intranet Explorer.

14 November - RLI  
10 December - WGH  
11 December - FGH

For further details on the PMO, visit their intranet page by clicking here.

Mental health awareness workshop at FGH

Do you sometimes wish you could do more to help people with mental health problems? Do you feel you don’t really understand how people with mental health problems think and feel? Have you ever felt unsure about how to help and support people with mental health problems? If the answer to any of these questions is yes, then you should consider attending one of the Mental Health Awareness Training days.

These training sessions are aimed at registered nurses, clinical support workers and professionals allied to medicine. The next session is taking place at FGH, on 4 November, at 1pm-3pm, in room 3, Education Centre.

You can reserve your place via the Training Management System in Internet Explorer, or by contacting Learning and Development on LearningandDevelopment@mbht.nhs.uk or ext 46242.
Update on the Clinical Investigations Unit and paperlite project

The Clinical Investigations Unit (CIU) and paperlite project team are working closely to enable clinical investigation results to be made available on Lorenzo, immediately after analysis has been completed. This means clinicians are able to view the results via Lorenzo immediately after they have been uploaded. As more tests become paperlite, the CIU team are receiving less calls from secretaries and clinicians looking for results, which in the past, were sent via the internal post.

The CIU team is also spending less time printing out results, allowing tests to be completed promptly. As results from CIU are now available 24/7, evening and weekend clinics can always view results as they are available in Lorenzo. Clinical risk has also been reduced as results cannot be lost, delays are reduced, and confidentiality is maintained.

The lung function tests becoming paperlite have had the biggest impact for the CIU team as patients are now guaranteed to have their results present in clinic during their consultation, leading to immediate change in treatment, and revision of medication if required.

We currently perform approximately 50 types of tests, which produce a paper report, including some that are performed outside of CIU. These cover specialties such as: Audiology, Cardiology, Gastroenterology, and Gynaecology. We now have 15 tests which are now available in Lorenzo and a further 15 which will be available to view in Lorenzo soon. We will keep you updated on progress.

Notice of mass

We are delighted to announce that on 29 October, at 5.15pm, mass will be celebrated in the Chapel at WGH by Fr Hugh Pollock, Roman Catholic Chaplain. We hope as many as possible will be able to attend.

Happy retirement Lesley!

Lesley Haycock, Dietitian, at the RLI, will be retiring at the end of October after over 35 years service. Lesley has had many dietetic roles over the years, and she currently works with community mental health teams, and runs local weight management groups.

So many people have enjoyed working with Lesley, and we would all like to tell her how much we will miss her cheerful company. We wish her every happiness in her retirement.

How good are your records?

We all know that good record keeping is the key to excellence in clinical care. How good are your records? Do you know what makes good record keeping? There is a quick reference guide available on the intranet covering the practical importance of record keeping, and has tips on things like appropriate detail, legibility, electronic systems, alterations, and jargon. To read the guide, visit the Information Asset Owners section of the intranet, or click here.

Lunchtime lecture at FGH

The next lunchtime lecture will be taking place on 23 October, at 12.30pm, in the Lecture Theatre at FGH.

Mrs Shrimpton, Ophthalmology Consultant, will present the lecture, titled ‘Has your last audit led to quality improvement?’
Pay less for the latest computer hardware and get it before Christmas!

We ran a scheme earlier this year that allowed you, as UHMBT staff, to get computer hardware, including iPads, Macs, Laptops and Desktops through a salary sacrifice scheme saving you up to 25% off recommended retail prices. Due to the success of the scheme, we are running it again but this time with an added bonus – GUARANTEED delivery for Christmas!*

That means you can get iPads, Macs, Laptops, and Desktops, pay less for them, and have them with you in time for Christmas morning! The cost is spread over 24 months - easing the pain on your pocket!

For more information on products and costs, and to order, visit:
uhmb.employeechoice.co.uk
username uhmb
password uhmb2013

You can place orders from 14th October - 4th November 2013.

* Despatch is usually 2-3 weeks for all stocked items upon scheme completion date allowing for personal eligibility release by your Employment Services team. Out of stock and newly announced products cannot be guaranteed for delivery in time for Xmas e.g. if Apple announces a new iPad within the next 4 weeks then delivery dates will be entirely at the control of Apple supply into the UK. Employee Choice cannot be held responsible for manufacturer product shipments or delays and makes no guarantees of delivery by consumer preferred date.

iPad Wi-Fi 32GB & Targus Cover Bundle

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Saving 18%

Assumes employee is a basic rate tax payer and contributes to the NHS pension scheme. This is a guide price only and the actual saving will depend on individual personal tax and National Insurance arrangements.