Listening into Action

To kick off our Listening into Action journey, we need to have a clear understanding of how staff feel about all aspects of their work. The Listening into Action Pulse Check survey opened on Friday 10 October, and will remain open until Friday 31 October. It takes only a couple of minutes to fill in online – you can access it via the intranet or on this link: [http://ow.ly/CybWt](http://ow.ly/CybWt)

Members of our Listening into Action sponsor group will be walking around all our sites between now and the end of October with iPads, ensuring staff who do not regularly use computers get the opportunity to give their views.

It’s vital that as many people as possible take part in this completely anonymous survey, and that the answers you give are honest. Listening into Action (LiA) is part of a heartfelt effort to connect better with you in whichever role you have at the Trust, to harness your ideas about the changes we can make together to deliver the best outcomes for patients and improve the Trust as a place to work.

As part of this, we want to be able to understand the difference LiA makes, and to do that we need a clear benchmark of how you feel at the beginning of the LiA process.

Following the Pulse Check, we will be holding a series of listening events, or “big conversations”, at which we will be talking with staff members in more depth, and working towards identifying the top-priority actions based on what people have told us. Staff from all departments, levels and roles will come together to talk openly about what matters to them, and what changes should be prioritised. We will use the feedback from these conversations to inform our future actions and to support and enable our teams to do the very best for our patients and their families, in a way that makes us proud of our work.

Flu Fighters

Flu vaccinations began last week and many of you came along to Occupational Health to have your jab.

James McClements (pictured bottom right), Car Parking Attendant managed a smile during his vaccination! Vincent Bamigboye, Consultant Obstetrician and Gynaecologist, wasn’t quite so calm but as you can see he was wonderfully supported.

So whether you are calm or concerned about the Flu jab, our staff are fully trained to support you. So what are you waiting for? Find out about more information on the Health and Wellbeing Intranet page [here](http://ow.ly/CybWt).
Salary Sacrifice Lease Car Scheme

Did you know that the Trust has launched a new lease car scheme for all permanent members of staff giving you the opportunity of leasing a brand new car of your choice?

The scheme is being launched through a series of roadshows from Monday 20th until Wednesday 22nd October at each of our three hospital sites where you will have the opportunity to test drive a range of vehicles and obtain and discuss no obligation quotations with the Knowles fleet team.

For more information click here or contact Alison Higgins, the Trust lead on Salary Sacrifice, on alison.higgins@mbht.nhs.uk or 01524 512106.

Award-winning staff

We have a lot to celebrate with such a high number of commended and award-winning staff members within our Trust!

Lindsay Pinch (far right) recently received a commendation and a litany of praise for her sensitive and empathetic work as a Bereavement Nurse Specialist. Lindsay was recognised for her work by the Child Death Overview Panel (CDOP). Special mention was given to her acknowledgement and understanding of the complex needs of the friends and family.

Jackie Moreland, Assistant Manager of Hotel Services (near right) won ‘Outstanding Assessor of the Year’ at the British Institute of Cleaning Science Awards in September this year.

Paul Mallett, Maxillofacial Laboratory Manager, was presented the ‘Distinguished Technicians’ award by the British Orthodontic Society at their conference in Edinburgh.

He is currently Chair of the Orthodontic Technicians Association (OTA), has served as their secretary and was instrumental in setting up the OTA website. He represented his profession at the General Dental Council at the time when registration for dental technicians was being discussed and introduced.

Thank you to Lindsay, Jackie, Paul and all our staff who make our Trust: ‘A great place to be cared for; a great place to work’

X-Factor-style interviews await apprentice hopefuls

Applications are now open for the new apprenticeship scheme at the University Hospitals of Morecambe Bay NHS Foundation Trust. The Trust is seeking 50 Clinical Healthcare Support Apprentices to work at Furness General Hospital and Royal Lancaster Infirmary. They will work on our wards for four days a week, and study a Level 3 diploma over two years with one of our partner organisations - Furness College and Lancaster and Morecambe College - with a guaranteed job at the end. X-Factor-style interviews including a group session followed by formal panel interview are scheduled for next month. The jobs can be viewed http://jobs.uhmb.nhs.uk/job/v334115 and http://jobs.uhmb.nhs.uk/job/v334191
Panel drives up quality of patient leaflets

A love of language and a grasp of good grammar has led two eagle-eyed experts to volunteer to help improve the quality of the hospital’s patient leaflets.

University lecturer, Claire Hardaker, and retired schoolteacher, Peter Noblett, are part of a team of 22 who have joined a newly-formed Readers’ Panel at University Hospitals of Morecambe Bay NHS Foundation Trust to ensure patients get important medical information in an understandable way. From chemotherapy to colonoscopy, psoriasis to podiatry, they are poring over dozens of information leaflets making recommendations to ensure the information from clinicians is clear and concise.

Claire, a lecturer in linguistics at Lancaster University, said language has a massive impact on people’s impression of a service. “The ways we talk about illness can have a significant impact on whether people feel they are capable of recovering.”

Sharon Woodhouse, Patient Information Officer at the Trust, is appealing for more people to get involved with the panel. “The panel has only been set up within the last couple of months, but already leaflets have been out for review with great success,” she said. “You don’t need to be an expert to join us.”

The panel currently consists of members who range in age from 30 to 86 and who live within the Morecambe Bay Trust area. Panel members are mailed or emailed out the draft leaflets and comment on the content and relevance. To volunteer, contact Patient Information Officer Sharon Woodhouse on sharon.woodhouse@mbht.nhs.uk or call her on 01524 512476 / x42476.

“...provide the highest possible standards of compassionate care and the very best patient and staff experience. We will listen to and involve our patients, staff and partners.”
**Job of the week**

University Hospitals of Morecambe Bay NHS Foundation Trust is looking to recruit a Band 6 Cardiac Rehabilitation Nurse to join a small dynamic team. This post will work across the Royal Lancaster Infirmary and Westmorland General Hospital.

The key components of this role are to assess, plan and implement individualised programmes of evidence-based nursing care and provide specialist advice and support.

Work as part of a multi-disciplinary team to provide a comprehensive rehabilitation package and ensure a smooth transition from secondary to primary and community care.

For enquiries please contact Sharon Ross, Anna Hicks or Sarah Bullock on 01524 516248 / 516343

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**Society for Cardiological Science and Technology Exam Success**

Congratulations to our Assistant Technical Officers who recently passed the award in practical electrocardiography!

Well done to Beth Briggs, Amy Roberts, Katie Houghton, Helen Woodhouse from RLI and Portia Lees-Hughes and Diane Nelson from FGH.

Kay Smith, CIU manager, said: “This award contributes to the quality and assurance of the standard of diagnostics produced for all by our department.”

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**Transform Healthcare Cambodia**

Sue Smith, our Chief Executive Nurse, is a director of Transform Healthcare Cambodia, which is recruiting for volunteers for the next trips to Battambang Province in February and November next year. This is an opportunity to travel to Cambodia and share knowledge with healthcare teams at Battambang Hospital so they can develop their skills and competences and use what they have much more effectively.

Transform Healthcare Cambodia was established to relieve sickness and to promote and protect good health for the benefit of the public, in particular but not exclusively within the Battambang Province through the provision of training to health care workers, education on the prevention of diseases and hygiene, the provision of equipment and financial support for such other health care related services.

If you would like to help this worthwhile charity in any way, perhaps by fundraising in the local area, please visit the website at [www.transformhealthcarecambodia.org.uk/](http://www.transformhealthcarecambodia.org.uk/) and contact Sue Smith at sue.smith@mbht.nhs.uk.

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**2014 Pedometer Challenge Winners**

We would like to thank all staff who took part in this years challenge! There was a grand total of 37,159,782 steps. We would like to announce that the 2014 winners are ‘Scrambled Legs’!

Scrambled Legs won with the most steps over the 4 week period. Jane Hackett, along with her team; Judith Tremeer, Phil Gibson, Charlotte Dawson, Andy Bennett and Lucy Dutton have been awarded with a voucher towards a meal at a restaurant of their choice, to encourage further team building.

We apologise to those teams that withdrew from the challenge due to technical issues with the pedometers.
NHS pension

On the 1st April 2015 a new NHS Pension Scheme will be introduced. This new Scheme will have a Normal Pension Age that is the same as your State Pension Age.

Due to these changes, it has been agreed by the Department of Health that current 1995 section members who will join the 2015 Scheme on or after the 1st April 2015 will receive another opportunity to move their 1995 Section membership into the 2008 Section. Doing this may be beneficial for some scheme members. Not all pension scheme members will not automatically move into the 2015 scheme.

Starting in mid-October NHS Trusts will begin to receive letters for those scheme members included in the Choice 2 exercise. These will be distributed using the internal post where possible. Details of what you need to do next and the deadline for your decision will be included in the letter. Find out more here. Should you have any questions regarding the Choice 2 exercise please contact Employment Services on x42112/42100.

Manager Fire Safety Training

It is vital that managers across the Trust attend the Manager Training for Fire Safety – this will ensure you are up to date so you can inform your staff properly and keep the Trust and staff safe. Sessions will be held between November 2014 and February 2015 and are available to book now on TMS.

Anyone who is responsible for delivering FT2 – Fire Safety Training to staff or team members is eligible to attend and each session only lasts 30 to 45 minutes.

The training will inform you how to prevent false alarms, identify hazards, what measures to take in the event of fire or suspected fire, and how to evacuate. There is also tips and information on how to provide training to your staff and what documentation needs to be completed for recording and audit.

The training is available at all sites at various days and times. Training places are limited so please book your session as soon as possible.

Interested in research?

Lancaster University is enrolling now for our part-time MSc in Clinical Research, which starts in November. The course is designed to meet the needs of NHS practitioners keen to pursue a career in clinical research. Click here for more information.

North West alcohol conference

The North West alcohol conference is being held in Liverpool on 20th November.

The conference is FREE to attend by those who work in the medical, nursing, AHP, social care and third sector professions. For more information on the NWAC14 conference and the speakers, click here.

To book a place, email Nicola Mason nicola.mason@aintree.nhs.uk for a registration form.

Macmillan coffee morning

The education centre at FGH raised a total of £202.60 for Macmillan Cancer Support by holding a coffee morning on Friday 26th September.

A big thank you to all who contributed and came along! An extra thanks to everyone involved in the making of the cakes!

“We will constantly provide the highest possible standards of compassionate care and the very best patient and staff experience. We will listen to and involve our patients, staff and partners.”
Whistleblowing campaign launch

This month we are launching our Whistleblowing campaign. Whistleblowing is where an individual raises a confidential concern regarding risk or wrongdoing which may affect patients, staff or the organisation.

Whilst all members of staff have a duty to report any wrongdoing which they witness or experience, there is often a reluctance to formally report concerns. It is often misunderstood and is widely reported in the news in a negative light owing to concerns not being listened to or being dealt with inappropriately.

As an organisation we need to be aware of malpractice or wrongdoing in order that changes and improvements can be made for you and our patients. Those who raise a genuine concern will be listened to and supported while their concerns are explored and feedback will be provided to you as to findings.

If you feel you need to raise a concern in confidence or are unsure whether you should say anything then please contact your line manager or your HR Business Partner for advice. The Whistleblowing policy can be found on our Intranet page here.

Recruitment update

As part of our continuing work to always recruit the brightest and best to our clinical teams, the Trust will be taking part in the BMJ Careers Fair this Friday and Saturday at the Business Design Centre, London.

Dr Paul Grout, Clinical Director for Acute and Emergency Medicine, along with Karmini McCann, HR Business Partner for the Division, will be showing off the best of what we do here at UHMB, and working together with our partners across NHS care in Cumbria.

The Trust is one of the partners in the Millom Alliance, which is working to improve healthcare in Millom, and Dr Paul Grout features on the community's GP recruitment video, which will be screened at the BMJ Careers Fair. View it here.

Star of the Month Winners

Carol Kelly
Appointments Coordinator
Elective Medicine

Shahnaz Ashgar
Trust Governor
Corporate Business

Babs Alton
Nurse Specialist
Women & Childrens

Daphne Penn
Clinical Site Manager
Acute Medicine

Steven Cheeseman
Electrician
Estates & Facilities

Carolyn Eldridge
Clinical Support Worker
Surgery

Angela Richardson
Nurse
Core Clinical

Not Pictured: