Online recruitment campaign a success!

To coincide with the launch of the new Bay Health and Care Partners website, we held a six week online recruitment campaign to showcase a range of roles and target hard to fill vacancies as a result of national shortages and geographical location.

The campaign was visual and interactive with a real focus on our current staff to enable people to get an insight into their roles and what it is like to work at the Trust.

This included images and quotes from staff that were shared online with links to vacancies, and Twitter ‘takeovers’ by a range existing staff - from nurses to divisional general managers - hearing first-hand what their role and working at the Trust means to them.

In addition, three films were created featuring current nurses, consultant radiologists and radiographers focusing on their working life at the Trust and life living in the Morecambe Bay area.

During the campaign there was an increase of 148 applications received compared to the six week pre campaign period which is really encouraging showing our great staff really do make a difference.

Christmas and New Year paydays

Pay day in December will be Wednesday 21 December. Due to the early payday, all claims must be submitted on Epay no later than **Monday 5 December** as claims need to be approved by 6pm on 7 December. For wards that use Healthroster and Bank, you need to finalise by Sunday 4 December.

Pay dates and deadlines are back to normal in January 2017.
We have been recognised as a #DisabilityConfident employer

One in five of us has a disability. Getting into work can be a challenge but one that's made easier with recognition of the awareness some employers have.

We are proud to become a #disabilityconfident employer aimed at promoting a disability confident culture in the workplace. We are committed to reducing the disability employment gap by making the business case for employing disabled people and ensuring they have opportunities to fulfil their potential.

The new Disability Confident scheme offers different levels of commitment from being Disability Confident Committed (Level 1), to being a Disability Confident Employer (Level 2), then going on to be a Disability Confident Leader (Level 3). We are proud to spread the word! For more information see: https://www.gov.uk/government/collections/disability-confident-campaign

Patient Relations departments committed to our patients

The Patient Relations department are committed to ensuring that we provide a good service to our patients, their families and friends. A large part of their role is to assist and support those people who feel dissatisfied with the services, care or facilities we provide. It can take a lot of courage to contact us with a complaint, and is often a last resort for some. As employees of the Trust, we all have a responsibility to solve any issues for our patients and visitors, regardless of which department we work in. However, as a department, the Patient Relations team have processes and procedures to follow when handling a complaint or concern and they feel that it would benefit staff to be aware of these when trying to help and assist our patients. Therefore, we have arranged some workshops.

These are informative and interactive sessions for all levels of staff and will include how to handle complaints and also, what you can do as staff to deal with concerns at a local level and in a timely manner before issues escalate. Please see the dates for the one hour workshops below and use your TMS to book a place.

8 December 2016 - Education Centre, WGH
7 February 2017, 27 April 2017 and 8 June 2017 - Education Centre, RLI
14 March 2017, 16 May 2017 and 13 July 2017 - Education Centre, FGH

Want to hear more about mindfulness?

As part of ‘Be Mindful’ the current phase of #Flourishatwork campaign Nigel Courtman, Consultant Orthopaedic Surgeon at FGH, has kindly agreed to deliver a staff talk covering his understanding of mindfulness, how he came upon it, how it has benefited him and how he believes it can also benefit you.

The talk will be given as a member of staff who is familiar with concept, not as a teacher. From the talk you should gain an understanding of what it means to ‘Be Mindful’ and how it can help many aspects of our lives. The talk will be on Friday 9 December at 12.45pm, room 2 Education Centre, FGH. To confirm your place email Flourish@mbht.nhs.uk

Nurse open day at FGH library

The library team at FGH would you and your colleagues to attend their opening day for Nursing Staff. The open day is on Tuesday 29 November from 10am in the library. Refreshments will be available!

They will demonstrate how to access their nursing resources, including the 'internurse’ collection. There will also be information on how they can help with leadership, mentoring, revalidation and further study.
**Payday clinics - meet the team!**

Following the success of the payday surgeries in October 2016, NHS SBS will be holding further surgeries on:

**Friday 25 November**

RLI: 9am - 5pm,  Pointer Court, Workforce Office

FGH: 9am- 5pm, Workforce Office, Employment Services, Level 5

WGH: 9am - 5pm, VC Office, Trust HQ, WGH

In order that you get the most from the day we will just be managing any payroll queries for November and there will be a private area for you to discuss any concerns with representatives from the NHS SBS payroll team. As part of these sessions we will be capturing information about whether your query has been resolved satisfactorily and how you found the experience and interaction with NHS SBS.

SBS will be holding separate information sessions about the NHS Pension Scheme to give you all an overview and refresher of the scheme and what if any upcoming changes may mean for you. These will be arranged at a later time and will be publicised well in advance so you can make arrangements to attend if you wish.

**How does the media work? New guidance published for staff**

We want to make sure that we deal with any interest from the local and national media in the most effective way, and that it has as little an impact on our staff and services as possible. With that in mind, we have produced a guide to inform UHMBT staff of how the majority of the press and media industry in the UK are regulated; what to do in the event of being approached by a journalist; and how to ensure their social media profiles are as safe as they want them to be. To download a copy of the ‘An Introduction to the Media’ guide, please visit the Trust Procedural Document Library, accessible from the homepage of the intranet, or by clicking here. For more information on how the media work or if you are approached by a journalist, please contact the Communications team on 01539 716675 (ext 46675) or communications.team@mbht.nhs.uk.

**Make your opinions count!**

Not long now until the staff survey closes on the 2 December. For those who aren’t receiving a paper copy and haven’t filled one out, please check your mailbox. The address will be from picker and will read picker_surveys@pickereurope.ac.uk. Please take this fantastic opportunity to give us your honest feedback – the following message is from our staff side Chair Kirk Panter.

“We are into the last two weeks of the NHS staff survey this year. To ensure we were running this survey alongside best practice, the Trust wanted to provide everybody with a chance to fill in the survey and to send paper copies of the survey to staff who may not have easy access to a computer. This is a big change and an investment but one which we wanted to run to ensure everyone had the chance to be involved.

It can sometimes be difficult to understand the results of surveys but with this survey it is easy, we can compare ourselves to other acute trusts or even check if you feel differently on our different sites. Pressures vary and we know things are particularly difficult this year but because the survey compares us to other similar NHS organisations we can make similar comparisons with the feedback. We can compare how we did last year to assess the effectiveness of the changes we have made or the areas we have focused on.

The survey has run for a number of years and the survey methodology means the results are reliable. Our response rate has always been good but as this survey has gone out to everyone rather than the usual random selection of 20% of our staff, getting a good response rate is a challenge. So please fill the survey in and see what you all had to say when the results come out early next year.”
Are you up for a challenge - look no further!

Morecambe Bay Hospitals Charity are looking for individuals to make up teams of between 6 and 12 people for next year’s Keswick to Barrow walk on Saturday 6 May 2017.

The Keswick to Barrow (K2B) Walk is a sponsored walking and running event in the English Lake District. Teams test themselves on a challenging route, to raise money for charities and good causes.

The K2B route starts next to Castlerigg Stone Circle at Keswick, proceeds down the banks of Thirlmere at the foot of Helvellyn, winds up and over Dunmail Raise, and continues down through the villages of Grasmere and Elterwater. From there the route passes through The Langdales and Coniston village, before reaching the head of Coniston Water, where the quiet east bank of the lake is followed. There are fine views of Coniston Old Man as the route passes Brantwood, the former home of John Ruskin, and then continues through the village of Nibthwaite before arriving in Lowick.

The most challenging section is the progressive ascent up Kirkby Moor to the highest point of the route. Then it descends through the village of Marton and on via Dalton-in-Furness to the finish at Hawcoat Park Sports Club on the outskirts of Barrow-in-Furness.

To register your interest, please contact Heidi Bowron in the Charity Office at FGH, by phoning 01229 404473 or email Heidi.bowron@mbht.nhs.uk by early January 2017. The money raised will be going towards the new Maternity Unit at FGH.

Clinical Audit Awareness Week - get involved #HQIP

The Clinical Audit team will be taking part in Clinical Audit Awareness week on Wednesday 23 November. To find out more information about Clinical Audit please visit the canteens at the RLI and FGH between 12pm – 1.30pm. Join them for the latest clinical audit updates and improvements.

There is also going to be a short quiz on clinical audit and all entries will be entered into a prize draw!

QAAS Big Conversation

The Quality Assurance Framework is how the Trust measures patient satisfaction with quality of care and inclusion and diversity principles. We need staff to engage with the process and delivery of the Framework and want to hear what you have to say at one of our Big Conversations. Have a look at our video HERE for details.

You can book through your TMS account or contact listening.ia@mbht.nhs.uk. If you need further information please contact Sally Young, Quality Matron on 07773194511.

Festive fun at FGH - date for your diary

With the festive season nearly upon us, there is a special event happening at FGH for staff, patients, NHS colleagues and visitors. Shahnaz Asghar, one of our public governors, is holding a special event on Tuesday 20 December from 2pm at FGH dining room.

On the day there will be a choir singing festive songs, festive refreshments and a surprise guest! There will also be a fancy dress theme of Victorian Doctors, Nurses and Midwives. For more information, contact Shahnaz on 07790 279721.
Human Factors is changing the way we do things

The Human Factors checklist and classification tool are progressively being applied in different areas and processes within our organisation by some enthusiastic and proactive members of staff. Following is another example of good practice shared by Christiane Shrimpton, Consultant Ophthalmologist. Thank you, Christiane for piloting the checklist and the tool and sharing your story.

Human Factors approach to assessing consent audit results

"In ophthalmology we piloted using a human factors tool and associated checklist to assess the reasons why we were failing on some of the standards in the consent audit. This gave us an excellent framework to really look at the underlying causes and guided a more extensive discussion than we usually had for audit presentations. Instead of the outcome of “We need to tell everybody to do better” this led to a different approach to action planning. We agreed more appropriate actions and this is likely to lead to a greater improvement in our performance in future.

‘Human Factors’ is often taken into consideration when doing a root cause analysis following any serious incident complaint. Using it as a tool to assess audit results in a discussion with the multidisciplinary team can help us really understand how we work. This in turn also allows us to come up with a better improvement plan where we are not meeting standards.”

If you have any queries or ideas for applying human factors and using the checklist and the tool, please don’t hesitate to get in touch with me with the details below. They have been developed to support you in your day-to-day practices and in your improvement journey by identifying the factors affecting your performance and wellbeing and consequently patient safety in your work environment.

Armineh Shahoumian - Learning and Development Specialist / Human Factors lead on ext 41990.

Keep up to date with Morecambe Bay Hospital Charity!

Morecambe Bay Hospitals Charity would like to make staff aware of notice boards going up around wards, outpatient departments and general areas around our hospitals. The notice boards will hopefully promote awareness of the charity and increase donations. Look out for the charity boards appearing soon.

Health and Wellbeing day was ‘great fun’

On Wednesday 9 November, Occupational Health held their first ever Health and Wellbeing day. The aim was to attract a range of staff members to showcase, the Occupational Health and Wellbeing service and what it can offer, and for clinical staff to raise awareness on specific health issues and for staff to find out what was available in their local areas.

The morning session presentations were on using mindfulness, healthy eating, alcohol awareness, the benefits of talking therapies, taking care of your back, recognising stress and tips to reduce it. The afternoon taster experiences included hand massages, yoga / pilates, mini MOT, relaxation, nordic walking, and a market place that has stalls from gyms, Slimming World, flourish, Lancashire Sport, Growing Well and DSE station / advice.

A total of 90 staff attended and 100% of who would recommend such an event to their colleagues. One of the many comments received was - "both halves of the day gave different experiences. 1st half was very informative, a lot of information to take back to the workplace. Afternoon was great fun; the whole day was a great success, well done. Many thanks to all involved."
Free training for Health and Social Care Support Staff working in Cumbria

The CLIC Clinical Skills training for Health and Social Care staff has now taken more than 2,500 bookings.

More courses are available in Skin Care and Pressure Ulcer Prevention, Medicines Awareness, Diabetes Awareness and Falls Prevention. The courses are free for health care assistants through the Cumbria Learning and Improvement Collaborative CLIC. For more details about dates and how to book please visit the CLIC website here [http://www.theclic.org.uk/education-and-learning/clinical-skills-programme/events](http://www.theclic.org.uk/education-and-learning/clinical-skills-programme/events).

The Resuscitation team needs YOUR help!

The Resuscitation team would like to invite you all to their Big Conversation for their current LiA project. The subject is ‘Re-introducing the Resus Team, to Improve Communication and Relationships Within UHMBT’. The first one will take place in the RLI CTAC room (old Ward 4) between 1-3pm on 29 November; the FGH Big Conversation will take place in the old linen room on level 3, between 1-3pm on 5 December. Lastly, the WGH one will be in the Resus Training Room 3, between 1-3pm on 7 December.

Stroke team are moving forward

The CQC identified that the Trust should improve the management of people with a stroke, in line with national guidance. Recent national audits indicated that although the Trust had made progress, the service still needed to make improvements to the care and treatment of people who had suffered a stroke. In response, we have committed to redesigning the Stroke pathway in Lancaster and have invested in the development of a brand new Acute Stroke Unit located in the old Coronary Care Unit, Centenary Building.

A newsletter has been put together to explain the latest updates on the pathway, estates and recruitment. To read the full newsletter please click [here](http://www.theclic.org.uk/education-and-learning/clinical-skills-programme/events).

CQC inspection of CHOC services

There will be a CQC inspection of Cumbria Health on Call (CHOC) locations on Wednesday 30 November. On this night, small teams of three inspectors and specialist advisors will be visiting CHOC sites at Whitehaven, Carlisle and Barrow in Furness.

This message is to reassure staff that the CQC are not there performing an inspection of our services. They will only need to speak to staff and patients who are connected to CHOC.

The CQC will be on site from approximately 5.30pm in order to inspect CHOC vehicles before they begin to undertake home visits. This is an announced comprehensive inspection as part of our programme to inspect all services in England, and CHOC are fully aware of this inspection.

The Care Quality Commission is the independent regulator of all health and adult social care in England. [www.cqc.org.uk](http://www.cqc.org.uk). For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.