Care Quality Commission hospital inspection

We are pleased to share with you that the Care Quality Commission (CQC) has confirmed the dates of our next Hospital Inspection. The dates are 11 - 14 October 2016.

A lot of work went into the last Inspection by you all, and this was recognised by the CQC in both their verbal feedback to ourselves, and in the fact that we came out of Special Measures with an improved rating. A big thank you to you all.

We know maintaining the momentum isn’t easy. Much of the work that has taken place over the last two years has been about how we sustain the improvements made, and continuing to develop a culture where quality and safety are at the core. We regularly see examples of this; the challenge going forward is ensuring we balance the priorities of quality and safety, experience and finance, against a backdrop of an increasing demand for services.

We will be holding a series of conversations at each site in the lead up to the Inspection where, like last year, staff will be able to come along and find out more about how the Inspection is carried out, and also the Improvements that have been made. Sessions will also be arranged for our Governors and volunteers.

Nearer the time the CQC will also write to you all to confirm the arrangements for a series of focus groups with them, and we would encourage as many staff as possible to speak to the Inspectors either before or during the Inspection. It is really important that the Inspection team get an honest and full picture of what it is like to work in the Trust and care for our patients, and no-one knows that better than you.

We received very positive feedback last time about how you all welcomed the CQC and supported the process, and we have every confidence that Inspectors will receive the same open welcome in October. The Inspections are important as they provide the opportunity for us all to demonstrate how far we have come and the outcome helps to provide a level of assurance to the public, stakeholders, each other and prospective employees of the standards of care they can expect in our hospitals.

Whilst a large proportion of Acute NHS Trusts are now rated as ‘requires improvement’, we are sure you will all agree that our level of ambition is much higher than this and together we should continue to work towards ‘good’ being the minimum.

Pearse Butler, Chairman          Jackie Daniel, Chief Executive

The staff Friends and Family test is now open!

The staff Friends and Family test is now open for all staff to tell us if you would recommend the Trust as a place to receive treatment and if you would recommend the Trust as a place to work.

You can access the survey via the front page of the intranet or clicking here. We want you to tell us what is and isn’t working, so please help by answering these questions as your feedback will tell us what we need to do more of and what we can do to improve our Trust. The survey will close on 3 July – don’t miss this opportunity to let us know what you think.
**Nourish #Flourishatwork**

We are now in Nourish, the next phase of #Flourishatwork. This phase is about the benefits of eating and drinking a nutritious, well balanced diet. Here is another myth buster to steer you in the right direction.

**Missing breakfast is a good way to lose weight**

Breakfast is such an important meal. This is because when we’re asleep, we are also 'fasting' for about eight hours, so it’s pretty important to 'break' this by having some food when we get up. Here are some of the effects of skipping breakfast:

- People who skip breakfast are unlikely to catch up on all the vitamins and minerals having breakfast provides later on in the day.
- If we miss out on breakfast, this often makes us feel hungry later on, so we can end up snacking by mid-morning on foods that are high in sugar or fat - So, skipping breakfast often ends up being more unhealthy than having a good breakfast in the first place!

Read more: [Breakfast4Life - the importance of a healthy breakfast!](#)

As part of the campaign we would love your involvement by sending photos of a nutritious meal or an image of you swapping a high sugar drink for a healthier alternative. To get involved please email your images to [Flourish@uhmbt.nhs.uk](mailto:Flourish@uhmbt.nhs.uk).

**Grand Rounds date for the diary.** Wednesday 29 June, 1pm Lecture Theatre, FGH Dr Juliet Mcgrattan GP and Physical Health Ambassador for Public Health England will be giving a talk on the health benefits of leading an active lifestyle. Hope to see you there and look forward to seeing pictures of your healthy lunches!

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**Secretary of State for Health - visit to the RLI**

Last Friday, Jackie Daniel and Pearse Butler were very pleased to welcome the Rt Hon. Jeremy Hunt, Secretary of State for Health (SofS), to the RLI. They were also pleased to again welcome David Morris, MP for Morecambe and Lunesdale who accompanied the SofS.

Although Jeremy Hunt only visited for two hours, we were able to discuss our strategy, have a “Round Table” discussion with a number of our clinical leaders before he was able to meet some of our staff and patients in the A&E department. We would like to invite him back to our Trust so he could have a tour of all of our sites and give you all the opportunity to showcase some of the incredible work that you do. Thank you to everyone for supporting and taking part in the visit.

Jeremy Hunt, said: “It was great to visit Morecambe Bay following their success coming out of special measures. I found it extremely valuable to spend time with staff hearing about how they are continuing to change to improve standards of care. It was encouraging to hear about the improvements they’ve made with delayed discharges of care and the culture across the organisation. Morecambe Bay is well on the way in its improvement journey, and I look forward to seeing the further changes that are made in the future.”

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**Schwartz Round - RLI**

The next Schwartz Round is being held on **Wednesday 22 June**, in Seminar Room 5, RLI between 12.45pm - 1.30pm. The title for this round will be ‘Impact Of The Junior Doctors’ Contract Dispute.’ Lunch will also be provided for those that attend at 12.30pm.

“A great place to be cared for; a great place to work”
**£3.5k raised from the Cross Bay Walk**

Below is a small selection of photos taken on the Cross Bay Walk of some of the amazing people who took part. We have lots more photos in an album on our charity Facebook page [here](#). If you like what we do then please like our page; we would love to share good news stories and future planned events and activities with you all.

The great news is that thanks to all the fantastic walkers who took part in the Cross Bay Walk this year we have so far raised £3.5k, with sponsor money still pouring in. Please keep collecting your sponsorship and return to the charity by Thursday 30 June. If staff have any ideas on how the money raised by the Cross Bay Walk could be spent within our hospitals, then please contact the Charity Office. You can call into our office on Bromley Corridor - RLI, email [charity@mbht.nhs.uk](mailto:charity@mbht.nhs.uk) or phone 01524 516064.

![Cross Bay Walk Photos](image)

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**Meet Sally McCluskie!**

Sally McCluskie is settling into her role as Matron for the Emergency Department at the RLI. She joined the Trust back in April after working as a Paediatric Advanced Nurse Practitioner at Royal Preston Hospital. She has experience of working in urgent care during her time at Royal Blackburn Hospital.

Sally said: “I wanted a role with more managerial responsibility and one where I could make a change for staff and patients. Everyone has been great helping me to settle in. I’m looking forward to the future.”

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**Lights, camera, action!**

We are producing a mini-series of three what we hope will be highly inspiring and insightful videos about employees at UHMBT, who are passionate and extremely enthusiastic about their jobs.

Firstly we will need a 10 minute catch up with you, to hear about your experience of working for the Trust and the role you do. Then some people will be followed over a period of two days; One day at work, the other ‘at play’.

The initial 10 minute chats will take place on:

- **27 June FGH - Executive meeting room, level 5, 11:30 – 16:30**
- **28 June WGH – Room 3, Education Centre, 9:00 – 10:30**
- **28 June RLI - Room 1, Education Centre, 11:30 – 16:00**

The more in depth filming will happen between 11 - 15 July. The campaign will have a special focus on Radiology, Respiratory and Nursing so it would be great to specifically hear from individuals within those fields, but we do want to include stories from staff across our full range of roles and groups.

For more information please email [Gillian.day@mbht.nhs.uk](mailto:Gillian.day@mbht.nhs.uk).
BCT engagement publication is now published

Our Clinical Strategy Better Care Together and the partnership approach we have adopted locally across 11 health and care organisations was showcased in a national staff engagement publications published last week. New Care Models and Staff Engagement: All Aboard was published last week by the NHS Confederation and the national New Care Models team.

The publication brings together the experiences of four vanguards – including Better Care Together - who are putting staff at the centre of changes. The document contains a forward by Sam Jones, Director of the New Care Models Programme, and features three key lessons for other areas of the NHS – create a vision staff can relate to, Giving clear and consistent messages and communicate the benefits. The document can be found online at https://www.nhsproviders.org/media/2067/27460-new-care-models-staff-engagement-interactive.pdf

New ways of making contract changes will be available soon

Last year we introduced a set of on-line electronic forms that managers complete for a variety of purposes. These forms allow managers to make contract changes for their staff and also undertake routine admin matters like recording sickness. Separate forms were also provided for making claims for expenses or additional hours.

Looking to the future it has always been our intention to refine this arrangement further so that direct entry to the Electronic Staff Record (ESR) system will be available to all managers and staff. This will mean you can change your own details such as address or phone number without needing to pick up a form and send it onto the Workforce team. Managers will also be able to record pay changes and draw off management information. We are now working on a programme to provide direct access to the ESR system. To read more click here or visit the intranet homepage.

New portering request system will soon be in place

The Facilities Team are introducing a new porter request system with effect from the below dates:

FGH - 4 July 2016 / RLI - 6 July 2016 / WGH - 11 July 2016

When needing a porter you are asked to use the new system here – it is preferable to make the request on your computer via Netpage as you will have a request history which you can refer to. If you do not have access to a computer, you can telephone extension 45450 to make the request. This is operational, in the initial stages, between the hours of 08.00 to 18.00, Monday to Friday with the exception of Bank Holidays – outside these hours and at weekends please contact WGH Switchboard. Prior to implementation if you have any queries please e-mail Paul Brooks, Project Manager. There are minor exceptions to this system i.e. A&E, X-Ray, CT and MRI.

Pass it On Events coming to you!

This Summer we are bringing the Pass It On events to you, our staff, so you can share in the success of our latest schemes’ achievements. All our teams will showcase their achievements and improvements –so save the date and support your colleagues in celebrating and sharing success.

Friday 1 July, at WGH Physio Gym, Friday 8 July, at Lecture Theatre, RLI Education Centre, and Wednesday 13 July, FGH Physio Gym

The events will run throughout the day and staff, governors, and volunteers can drop in when they are able. Refreshments will be available. To book please contact the team at Listening.IA@mbht.nhs.uk or 01524 511989.

“A great place to be cared for; a great place to work”
Updated corporate PowerPoint template slides

As you may remember in February we launched our brand new template for PowerPoint presentations. After feedback we have added some extra slides to the set to try and cover a number of other areas of the hospital.

This is the official slide template pack for UHMBT. Please use this style for all Trust slides. Remember, keep slides clutter free, aim for three bullets per slide max and use images to help tell a story. The pack also includes some useful recourses on putting together a PowerPoint. To download the template please visit the Communications Intranet page under templates or click here.

MRSA sample collection - are you doing it correctly?

Microbiology would like to encourage all staff who take MRSA swabs to spend a moment looking at the instructions for collection of MRSA swabs - http://uhmb/clinicalservices/pathology/microbiology/Pages/default.aspx

Recently a number of swabs have been received in the laboratory that have not been adequately closed. This has resulted in swab shafts coming apart when the samples are being processed. Samples are therefore dropping onto the laboratory bench, which is leading to potential contamination or processing delays if a repeat sample is required. Thank you for taking the time to read this and to access our webpage.

Alison Whytell, Lead Biomedical Scientist-Microbiology

Kate Granger Compassionate Care Awards launched

The Kate Granger Compassionate Care Awards will again take centre stage at this year’s Health and Care Innovation Expo. The awards, which are made to individuals, teams, and organisations who demonstrate outstanding care for their patients, will be made on the first day of Expo 2016 being staged at Manchester Central in September. The first award is for an individual working in the NHS or delivering NHS funded services. The other two are for teams or organisations who are part of the NHS, or who deliver NHS funded services. These services can be delivered in hospitals, or in a primary care, community or residential setting.

The deadline is Thursday 7 July 2016. For more details please see: https://www.england.nhs.uk/2016/05/kate-granger-awards-6/

Comprehensive nursing and AHP digital record update

Nurses, Dieticians, Physiotherapists, Occupational Therapists, Orthoptists, Speech and Language specialists have been using the electronic patient record to record patient care for the last six weeks. From 9 June 2016 the following wards are using the nursing digital record:


The nursing teams are electronically recording a nursing adult admission, ward note, the nursing bundle and care plans. AHPs are creating a ward note as well as individual specialist assessments on the inpatient and outpatient record and are the first areas to be paperlite in both areas A Share Point site has been set up which provides model answers and frequency guidelines for care plans and can be found within the question mark icon on the care plans. Thanks to all wards which have been patient with the nursing and administrative teams during this time of great change.

“A great place to be cared for; a great place to work”
Are you offering the correct forms?
All patients should be offered the chance to give us feedback using an **iWantGreatCare (iWGC) and Friends and Family Test (FFT)** form after their appointment. The divisions are trying to improve our return rates from these forms. We are currently looking into small pilots of new ways for patients to give us iWGC feedback using iPads and text messaging. We will keep you posted on how these trials get on. One reason why we were getting lower results than expected was that some teams still had supplies of old forms which were no longer valid. Please would you check your supplies and ensure all old forms are removed.

Make sure you are helping the Cross Bay Legal Team
The Cross Bay Legal Team work within a national framework with time constraints as detailed below:

All Consultants must sign correspondence from the Cross Bay Legal Team as a matter of urgency. We have deadlines that we need to adhere to and they are as follows.

- **40 days from receipt of letters from solicitors**
- **21 days with complaints**
- **40 days for Access to Health Requests from receipt of the letter received in the office**

Within the time allocated we need to get the notes, do any copies that are needed and get them out as soon as we can, so we rely on the Consultants to sign them off as soon as possible. We thank you for your help with the above.

Head chef to do coast to coast
Lee Till, Head Chef at the RLI, will put down his chef whites and don his cycling gear when he attempts the Coast to Coast in a day on Saturday 25 June. Lee is taking part in the 150 mile challenge to raise money for a new cooker for St Mary's Catholic Primary School in Morecambe.

The route will take Lee through the mountains of the Western Lake District and the Yorkshire Dales, before finishing at Whitby. You can donate money directly to Lee who is based at the Skylight Restaurant at the RLI.

Come and join our Summer Reading Challenge
Register with the Library and read 6 books in 3 months, no work books allowed! Sign up at either Lancaster or Barrow libraries and collect your diary, every book read gets a prize and all completed entries are placed into a prize draw for a £50 amazon voucher.

We just need you to tell us what you think of the book and that’s it! Don’t forget to look at our fiction collection for inspiration or follow us on twitter as we let you know what we’re reading.