New ‘out of hours’ midwifery led antenatal clinics rolled out

A new midwifery-led antenatal clinic, which allows new mums-to-be to be seen 'out-of-hours', has proved so successful that the service has now been rolled-out across all our maternity units. The new antenatal clinic, which operates outside of the core 9am - 5pm hours, was first set up as a ‘pilot’ late last year at the RLI in response to feedback from other mums who attended the local Maternity Service Liaison Committee (MSLC). MSLC is a service user group for the public and health professionals to work together to influence maternity services covering the entire Morecambe Bay area. The new out-of-hours midwifery-led antenatal clinics are for non-emergencies and are by appointment only. They take place:

RLI: Every Monday (5pm - 8pm) and Saturday (9.30am - 12.00pm, starting 4 June 2016). Appointments can be booked by calling 01524 583867.

FGH: Every Tuesday (5pm - 8pm). Appointments can be booked by calling 01229 491101.

WGH (Helme Chase): Every Wednesday (5pm - 8pm) Appointments can be booked by calling 01539 795375.

Salary sacrifice is back – get your discounted products!

Due to popular demand, the computer salary sacrifice scheme will be opening again on 9 May.

You will be able to order a whole host of computer equipment and electrical goods, including iPads, laptops, smart TVs, mobile phones, games consoles and accessories at a reduced rate. Salary sacrifice schemes work by taking the cost of the item or service out of your wage before tax, National Insurance and pension payments are taken. This saves both you and the Trust money. Upon entering the scheme, you can buy the item and pay in instalments over a period of 24 months, after which time, the equipment is yours to keep. You can place your orders using the below details:

http://uhmb.store.employeechoice.co.uk/  
Username: uhmb  
Password: uhmb16

Before placing an order for any product under the Home Computer Scheme, please ensure that you have read the Trust FAQs on the employee choice website, taking into account how salary sacrifice can affect your NHS Pension.

Notice to all healthcare staff

An important notice about how to maintain the correct functioning of macerators has been put on the intranet homepage for all healthcare staff. You can view the message by clicking here. Thank you for your support.
Welcome to Dr Millman!

We are happy to announce that Dr Guy Millman will be joining us to support the Improvement Directors for maternity in helping us with our goal to achieve a “good” rating from the CQC. Dr Millman is a General Paediatrician at York Teaching Hospitals NHS Foundation Trust and is the clinical lead for newborn services, the newborn hearing screening program and neonatal screening. He is a member of the Yorkshire and Humber Neonatal Operational Delivery Network Executive Group and Clinical Forum Group. He has also been the Director of Clinical Studies at York Hospital for Hull York Medical School and local, previously regional, research lead in Paediatrics.

Keeping up to date with Pharmacy

Over the next few months the project to outsource all the Trust’s Outpatient dispensing and stock management will begin to take place. How will this change?

- Working with partners to improve stock holding management
- Increased number of product lines available – helping to reduce stock shortages
- Full stock list analysis to ensure correct drug range and stock holding levels at ward level
- No expired stock

What does this mean for staff?

- Improved stock cupboard management for wards and departments with pharmacy top up service
- Emergency Drug Cupboards more robust
- Improved efficiency of stock management including enhanced awareness of critical product lines
- Initial trial (June and July) with existing systems in place and retained contingency stocks
- Lloyds trials to start in July
- Aim for all wards to be on the new stock process by the end of September

If you have any questions please email Chief.Pharmacist@mbht.nhs.uk or to find out more and the pharmacy stockholding model visit https://prezi.com/ltnxvlniqep9/pharmacy-stock-holding-model/?utm_campaign=share&utm_medium=copy.

What we are doing from DTOC

A Delayed Transfer of Care (DTOC) rapid improvement programme started on 18 April 2016, kick starting with a multi-disciplinary health economy wide 4 day “lock-down” event to re-design pathways/processes. The aim is to reduce DTOC’s by more than 50% in 90 days. So how did we start to make things happen? How do we begin to achieve our aim of reducing the numbers of patients that are medically fit for discharge by 50% - that’s 60 fewer patients in our hospitals within the next three months! Action plans are already being developed through the PDSA process – that’s Plan, Do, Study and Act. Below are a few areas where we have started work:

**Community Health Care – Funding Checklist (CHC), Nursing Homes, Implementation of Care Act, To Take Out – (TTOs), and Home First**

These are just five examples of ten work streams we have underway. This work will enable us to make the step change and we’ll be reviewing progress in 30, 60 and 90 days from now. To read more on exactly what we are doing in these work streams, you can read more in Jackie’s Friday Message here.
Local business to stage charity ball to say thanks to FGH staff

South Lakes Lettings, based in Dalton-in-Furness has named the CCCU at FGH as its ‘charity of the year’ and have organised a black tie charity ball which will take place at The Abbey House Hotel on Saturday 14 May 2016 from 7pm.

Chantell Pearson, Sales Negotiator at South Lakes Lettings, said: “We decided to name the CCCU at FGH as our ‘charity of the year’ after a member of our team lost a close family member a few months ago. The treatment and level of care they received by all the CCCU team at FGH was amazing, and we are delighted to be able to put on the charity ball to say a big thank you to all the staff on the CCCU and help raise as much money as we can for the hospital.”

Tickets for the Charity Ball cost £35 each and includes champagne and canapés on arrival, a three course sit-down meal, and entertainment from The Toledo Mud Hens. Tickets are available to buy from South Lakes Lettings by calling 01229 343081 or by emailing: info@southlakeslettings.co.uk

Doing our bit for Dementia Awareness Week!

A series of road shows are being held around the Trust during National Dementia Awareness Week, to raise awareness of the condition and the support available.

An estimated twenty-one million people in the UK know a close friend or family member with dementia (42% of the population). One in three people aged over 65 will have dementia by the time they die and as life expectancy increases, more and more people will be affected. National Dementia Awareness Week runs from Sunday 15 May until Saturday 21 May 2016, and a series of marketplace stands and public talks have been organised.

The events being held across the Trust during the Awareness Week, are:

**Market stall - Royal Lancaster Infirmary** - Monday 16 May, in the Skylight restaurant, from 2pm-4pm.

**Market stall - Furness General Hospital** - Tuesday 17 May, in the main entrance foyer from 2pm-4pm.

**Market stall - Westmorland General Hospital** - Friday 20 May, in the main entrance foyer from 2pm-4pm.

#MyLastOrders - get involved in Dying Matters Week

The Bereavement Team are hosting Death Cafés across Morecambe Bay to encourage people to talk more openly about dying, death and bereavement, and to make plans for the end of life. The ‘My Last Orders’ events are being held to support Dying Matters Awareness Week, which runs from 9 May to 15 May 2016.

At these Cafés, material from a course devised by the Church of England called ‘Grave Talk’ will be used. Grave Talk is a set of cards divided into five colour coded categories. The Cafés will take place on:

- **10 May 2016**: Forum 28, Barrow-in-Furness, from 12pm - 2pm
- **11 May 2016**: Town Hall, Kendal, 10.30am - 12.30pm and 1.30pm - 3.30pm
- **12 May 2016**: Storey Institute, Lancaster, from 10am - 12pm

Throughout the week, the questions that form part of the Grave Talk card set will be shared via our Twitter account @UHMBT using the hashtag #MyLastOrders.

“A great place to be cared for; a great place to work”
Overseas visitors to UHMBT

The Department of Health has released an updated guidance on implementing the overseas visitor hospital charging regulations. Therefore for us to be compliant with the changes please can all staff (A&E, Wards, Assessment Units, Outpatient Departments) continue to ask all patients the following baseline question:

“Have you lived outside the UK within the last 12 months?”

If the patient indicates that they have not been resident in the UK in the last 12 months please contact the relevant site whereby arrangements can be made to interview the patient, details below:

RLI – 46163 or 46167 (message can be left on this number evenings and weekends)
FGH – 51210/1 (46167 evenings and weekends)
WGH – 55482 (46167 evenings and weekends)

You can also e-mail Overseas Patients Overseas.Patients@mbht.nhs.uk.

Keep up to date with our Big Conversations

Carol Park and Kim Wilson, Assistant Chief Nurses, are leading a LiA scheme on Harm Free Care. They held a Big Conversation on 13 April during the Clinical Support Worker Conference at the Auction Mart. Here are some quotes from staff about the day:

“The session made us feel like we are involved in patient care and trying to minimise harm.”

“It is through events like this, that the Trust is able to reinforce this feeling of pride and belonging.”

Please watch our video at https://www.youtube.com/watch?v=kBvek-0NrsQ for more staff comments. We have more Big Conversations coming up so watch out for these dates. It’s important that staff have a voice, so come along and be a part of it, get involved in making the improvements and changes needed for better patient care.

Well done Andrew Robson!

The 2016 Rep of the Year from the North West Region is Andrew Robson from the RLI. Andrew won the Society of Radiographers Award at the Society's Annual Delegates Conference in Leeds on 25 April. Andrew’s colleagues commended him for the way he goes above and beyond in his duties as a rep, often sacrificing his out of work hours and annual leave. Andrew has handled complex and at times fraught disputes over pay and conditions, securing good outcomes for colleagues, whilst maintaining positive relationships with management.

Video link technology

A successful trial of a virtual outpatient clinic may mean reduced travel time in the future for some patients who can be seen by the clinician via video link from their local hospital. The video link trial was carried out earlier this month during an Outpatient clinic for patients with Inflammatory Bowel Disease, run by Dr Colin Brown, Consultant Gastroenterologist.

There will be a period of public engagement to ensure patients’ views help design the new process. Anyone wanting to help design the way these may operate in the future is asked to contact 01229 404449.
Thank You to Our Midwives!

To celebrate International Midwives Day on Thursday 5 May, we’re organising a thank you event for our fantastic midwives. On May 5, 12-3pm, we’re encouraging Midwives, and midwifery clinical support staff to stop by our market stalls in the canteens at RLI, WGH, and FGH. Pick up a cupcake, enter the tombola to win a prize, and check out good news stories about our midwives and nurses – all for free!

Plus from 1:30-3pm Thursday 5 May and Thursday 12 May, beauty students from Lancaster and Morecambe College will be in the staff room of the canteen at RLI to provide free hand massages and mini-manicures. Staff from all sites are welcome so please drop by, even if it’s your day off. Midwives will also be taking part in a special one hour Twitter Q&A session on Thursday 5 May, where staff and patients can ask a midwife any general question. The Twitter Q&A will run between 12 noon and 1pm. To ask a UHMBT midwife a question, please tweet your question using the hashtag @UHMBT #DM2016.

May 5 is the internationally recognised day for highlighting the work of midwives and we’re happy to take this opportunity to say ‘thank you’ for the great work our staff do every day. Nurses we haven’t forgotten about you! The same market stalls, hand massages and mini-manicures will be available on International Nurse’s Day, 12 May.

You can still get involved in Adult Learners Week

Thank you to those who have responded so far to facilitate a session. Your participation is a great opportunity to share the fantastic work you are doing and give others the opportunity to learn more about adults learners week. We still have some left if you wish to book.

Both Lancaster and Morecambe and Kendal Colleges will be joining, so if you are interested in further learning, take the opportunity to find about more about how they can support you.

There will be mini sessions on project management – understanding what it is; library services – how can they support you; kitchen tours - ever wondered how the hospital kitchen works? Book on the tour and take a look; staff who have completed their PgC will be presenting their service improvement projects; David Wilkinson – “my career pathway and how I got here” and then another session on have you ever thought what it is like to have restricted Mobility – come and see for yourself and try on the suit.

We would also like to have a focus on #Flourish if you’ve taken up exercise recently or want to tell us about how you keep yourself fit, please get in touch as this is personal learning and is good to share.

To book a slot to facilitate a session and / or have a display stand, Contact; Steph Ashton on 42113.

Another way you can move more #FlourishAtWork

Park Runs, which are free 5k runs held every Saturday morning at 9am across the UK, have been in the news recently, after one council voted to charge runners who they blamed for causing damage to pathways. But did you know three events take place in the Morecambe Bay area?

The National Trusts’ Fell Foot Park at Newby Bridge, Barrow Park in Barrow and Williamson Parks in Lancaster host events. They’re all free to enter, just register here http://www.parkrun.org.uk/ to enable you to make use of the timing system to chart how you progress each week.
WGH nurses raise £700 for St Johns Hospice

A team of nurses from The Dunmail Treatment Centre at WGH took part in the colour dash in Kendal on Sunday 24th April and raised just under £700 for St Johns Hospice. Well done ladies!

Do you know the crash call process?

There has been a number of incidents where the ‘2222’ number has not been utilised when it should and there appears to be some misunderstanding of when this number should be used. If you call ‘0’ you could be on hold for up to 3 minutes, which is inappropriate in an emergency. To clarify:

Cardiac arrest – call 2222, state ward, department or location followed by site and ‘cardiac arrest’ (paed or adult)
Urgent medical attention (fast bleep) – call 2222, state bleep number required and that it is a fast bleep.

If you require an further information please contact a member of the resuscitation team.

Use and management of emails reminder

Email is a great tool that enables staff to communicate and exchange messages and attachments across a network, while email can be quick and efficient, what we are sending or receiving may not be secure or appropriate. A few hints and tips are:

Use of the CC Field. This if for copying in someone for information. Do they really need to know and are they allowed to known the content of the email? Be careful when using “replying to all”, does everyone need to know your answer? Use of the BCC Field. BCC or ‘Blind Copy’ is a function that does not show who the email has been sent to. It should only be used for sending an email to a larger number of recipients and not to maliciously hide the recipients of an email. More information can be found on the Use and Management of email guidelines on the procedural document library.

Tissue viability services update and newsletter

Pressure ulcer prevention badges are now being ordered by the Trust. The badges have pressure relief information on one side and a mirror on the other side. This makes checking hard to observe pressure areas much easier for both staff and patients.

If you are interested in ordering some badges for your ward or department, please contact the tissue viability services team at joanne.gaffing@mbht.nhs.uk. One large order will be placed for all badges so get in touch soon. They are £2 each. You can also read the latest Tissue Viability newsletter for April by clicking here.

Ward 6 celebrate Queen's birthday

The Ward 6 team celebrated the Queen’s 90th birthday by hosting a tea party on the ward for all the patients. All the patients and staff had a great day! The staff have been able to do activities like this since becoming an Ortho Trauma rehab ward. Well done Ward 6!

Cake sale at Endoscopy

On Thursday 5 May, the endoscopy unit at FGH will be having a cake sale between 10am—4pm.

All the proceeds made from the cake sale will be going towards the Alzheimer’s Society. Everyone is welcome to pop down and support this great charity!

“A great place to be cared for; a great place to work”