Every penny counts

You will all be aware of the pressures that the NHS is under with an aging population, increased demand for services and an increasing cost for providing those services. NHS trusts have to produce plans to not only control the money we spend but also think of new ways we can deliver safe and quality services at a lower cost. Our plan is called our Sustainability Programme.

What did we achieve last year? In 2016/17 (the first year of our three year programme), there were 158 efficiency and saving projects identified across all of our divisions and departments. Through these projects, we saved an impressive £13.5m against a plan of £12.5m. Some of the highlights from the programme were:

- Divisional teams working with other colleagues to reduce the amount we spend on agency staff by working within the new NHS rules for capped agency prices and through recruitment drives to fill vacancies
- Staff identifying new ways to deliver care by enhancing skills, for example, a project was piloted to use pharmacy technicians to support nurses in administering medicines to patients
- Midwifery teams redesigning the way they record the care they give so it can be recorded as live and efficiently as possible and release valuable midwife time
- Teams developing a number of innovative ways to have discussions about how we spend our money, such as LiA and ‘Dragon’s Den’ events where staff pitched ideas to save money, and clinical variation reviews

Our work was also recognised nationally when we won the Improving Value Through Innovative Financial Management or Procurement award at the Health Service Journal awards. We were also finalists for the Improving the Value of Diagnostic Services award.

What’s the plan for 2017/18? We are calling this year’s campaign ‘Every penny counts’. The clue is in the title - every penny we save makes a huge difference. The essence of the campaign is the same - an unwavering focus on reducing waste and variation with schemes that not only reduce cost but that more importantly, improve the quality of care for our patients. This year, we have a bigger challenge and are aiming to deliver £17.4m of savings. Projects to deliver the majority of this have already been identified and include:

- Improving use of our Theatres
- Drug efficiencies
- Income generation, such as sexual health testing
- Meeting best practice tariffs
- Improving outpatients
- Further reduction in agency spend

Trying to do something better for less or the same is always going to be a challenge, however, we have already shown that by working together, we can be smarter about how we allocate and manage our resources. You can help us by thinking about ways your department and team can save more of our precious resources. Ask yourself and your team before committing to spend - “Do I need this? What benefit will this bring to the Trust?”

Remember - no idea is a bad idea. If you have an idea or thoughts on how we can save money in any area of the Trust, please let us know! Contact the Programme Management Office (PMO) on PMO.Mailbox@mbht.nhs.uk. We will be sharing monthly updates on how we are getting on with our programme and highlighting some of the schemes our teams are working on in more detail.
Emotional support training sessions now available for staff

Emotional support training sessions are now available, these sessions are delivered by Catherine Hind, a mental health nursing student from University of Cumbria, Student Quality Ambassador (SQA) and a Samaritan listening volunteer. Catherine will run the sessions with another colleague from the SQAs.

These sessions are aimed to support staff and to offer emotional support to someone in distress (feeling suicidal, wanting to self-harm, or any other emotional distress they may feel) by truly listening to an individual, accepting what they have to say and responding with empathy.

The guide Catherine will use is a simple and easy to use resource that can be utilised in many areas when dealing with distress. It takes the approach that by talking instead of avoiding a person’s distress and allowing someone to explore their own decisions, we can help people to access the further support they may need to help them cope with their distress.

Linked to the emotional support guide, the training sessions aim to help people feel more confident in approaching distressing conversations especially around suicide and self-harm, and change perceptions around these issues.

This would benefit all staff who deals with people who could access our services feeling suicidal, wanting to self-harm or having feeling of emotional distress. For example those staff who work in emergency and urgent care settings (ED, AMU, ASU, Childrens ward) but this would benefit all staff who delivers clinical care to patients.

The practical session is structured in three sections. The first part is a pre-session reading taken from the emotional support guide, which provides an explanation of emotional support, its importance and raises awareness around distress, self-harm and suicide. The second part is the session itself which uses discussion and role play to explore what we mean when we say emotional support and how this can help someone when they are distressed or despairing. It also moves on to examine self-harm and suicide, looking at how to support someone when they are feeling this low. On completing the session’s participants will receive an electronic copy of the emotional support guide.

The guide and practical sessions came to be developed due to staff having uncertainty about how to approach distress, which comes, not from reluctance to help but misconceptions and anxieties around despair. The guide author wanted people to feel more confident in approaching distressing conversations especially around suicide and self-harm, and change perceptions around these issues. You can now book on the training on your TMS.

New Service Desk support hours

We are delighted to announce that we are now available 7 days per week from 7am to 11pm (including Bank Holidays). If you require IT support during these times ring extension 46000 or 01524 516000 or alternatively you can send an email to servicedesk@mbhci.nhs.uk.

If you need help outside these hours and it’s an urgent IT problem that can’t wait; you can contact the Switchboard and ask to bleep the on-call IT Engineer. In addition to this service and to reinforce the support for our Electronic Patient Record we are also providing a Lorenzo on-call service to assist with issues that are stopping you from working and cannot wait until the next day.

Service Desk
Supporting patients’ choices to avoid long hospital stays

You may be aware of a national policy that is being rolled out across all NHS trusts in England called ‘Supporting Patients’ Choices to Avoid Long Hospital Stays’ (previously known as the ‘Home of Choice’ policy). This policy enables health and social care staff to work together to support patients to avoid long hospital stays, i.e. longer than they need to for medical reasons. Once people no longer need hospital care, it is best to get home or to another community setting because:

- Nobody wants to stay in hospital any longer than is necessary
- Being at home or in a community setting (such as a care home) is the best place to continue recovery once an illness requiring hospital care is over
- Patients aged 80 years and over - 10 days spent in a hospital bed equates to 10 years of muscle wasting
- Severely ill patients may be unable to access services if hospital beds are occupied with patients who no longer need them.

Like other trusts across the country, we currently have too many people who are fit to leave hospital but can’t for a number of reasons. We want to improve this and help patients to avoid these long stays. We have been working with health and social care colleagues across Lancashire and South Cumbria to create a local version of the national policy that will help us improve the care we offer to patients and reduce long stays in hospital. The local version of the policy will be rolled out across Lancashire and South Cumbria during August 2017.

What will be different?

When patients are admitted to hospital, a member of hospital staff will talk to them and their families and/or carers about what is going to happen, when they are likely to leave hospital, and where they will go at that point. They will also be given an information leaflet and letter with further information. In the majority of cases, this will happen on admission but will be based on the patient’s condition.

How will it affect patients?

Patients will be made aware of how long they are expected to be in hospital at the beginning of their stay so they will be able to plan better with their families and/or carers. For most patients, they will return to their own home when they leave hospital but for those with significant health and care needs, they may need further support. For these patients, we will work closely with them and their families and/or carers to help them understand their options. This will help patients and families to make informed decisions about next steps.

How can I find out more?

More information on Supporting Patients’ Choices to Avoid Long Hospital Stays, including patient leaflets, can be found on the Trust website here.

Ward staff who will be having the conversations with patients and their families and/or carers are receiving training on the new policy so that they understand their role. Staff will have our full support to deliver the requirement of this policy. If you need more information on how the new policy affects you and your team, please contact Pauline Turner, Discharge Lead on 07976 819393 or Pauline.turner@mbht.nhs.uk

Team Talk dates – August 2017

These talks are the monthly sessions for managers and supervisors. Led by a member of the leadership team, they provide managers and supervisors with core information on the latest news, performance and strategic information affecting the Trust. For more information, please contact the Communications team.

9 August - 10am to 11am - Lecture Theatre in the Education Centre, FGH
11 August - 9am to 10am - Seminar Room 5 in the Education Centre, RLI
11 August - 10am to 11am - Room 1 in the Education Centre, WGH
Spotlight on Patient Information – Peer Review

You may remember reading recently that the Trust passed our third Patient Information Standard assessment in March, meaning we have been re-awarded the Standard for 2017/18. Meeting the Standard is part of our commitment to providing the best possible information to patients as part of their healthcare at UHMBT.

Part of the Information Standard assessment is proving we have a clear, standard approval process in place to make sure our patient leaflets are accurate, and accessible to patients. Over the next few weeks, different steps in this process will be featured in Weekly News to highlight how they contribute towards great patient information, and give a bit more info to staff working on patient leaflets.

The first step we’re highlighting is ‘Peer Review’. All our new and revised patient information leaflets are peer reviewed, either by a doctor, a nurse, or relevant expert in the topic who has not been involved in writing the leaflet. This ensures that the information provides a balanced account of the patient’s options, is based on up to date evidence, and clearly identifies any uncertainties or risks. The peer reviewer provides an independent assessment of the clinical evidence used to write the leaflet, and confirms that they agree with the advice given.

By putting our leaflets through peer review, we can prove to the Information Standard that clinical information we hand out to patients has been checked to make sure it follows current national guidelines or advice, rather than localised practice or personal opinion. It takes place early in the leaflet process (highlighted on the timeline) so the reviewer can rewrite as they need to, without the leaflet needing to repeat any approval steps for the new text.

At the Information Standard inspection, it was brought to our attention that some staff are struggling to get their leaflets peer reviewed. This has been for a variety of reasons, such as not knowing who to ask, or not receiving any response to request emails. As all clinical-based leaflets require a peer review to progress through to printing, it is important that if you receive a request for a peer review by email or in person, you either action it as soon as you can, or let the requester know you can’t so they’re able to send the request on to someone else. As patient information forms an essential part of patient healthcare at UHMBT, by completing peer reviews where you can directly contribute to better patient experience and outcomes.

You can watch a short video on peer review here: https://www.youtube.com/watch?v=yxdTBpkk6Kg. It would be helpful if managers could highlight this to all staff who may receive a peer review request, to highlight the importance of replying. More information on the patient information process as a whole, along with a handbook, can be found on the Patient Information intranet page.

Your Development Matters

Your development matters will spotlight innovative training, resources and research that may help with your professional development. This month we’d like to draw your attention to a Canadian Guide to Patient Engagement in Patient Safety, a booklet for those who are recently bereaved and information about The Winston Churchill Travel Fellowship grants. For more information click here. If you have any ideas for training or if you have followed up on any of these links then we’d like to hear from you. Please email helen.o'neil@mbht.nhs.uk.
Nursing, Midwifery and Allied Health Professional annual report

The second Nursing, Midwifery and Allied Health Professional (AHPs) report has now been published. The document shows that emphasis has been on continuing to build and develop a robust system of quality assurance, recruitment, patient safety and governance.

In 2016/17 the corporate nursing team has driven over £3 million of efficiency and this report demonstrates that quality and efficiency, both operational and financial, are closely aligned; and that where quality is the focus, efficiencies follow.

The report details how summer 2016 saw UHMBTs third CQC inspection in three years and includes a thank you to staff, at every level of the organisation, for delivering extraordinary care and continuing to go above and beyond what is asked of them every single day.

Later, the report details how the development of a bay-wide accountable care system will provide an opportunity for much greater improvements than one organisation can achieve in isolation - building a professional community across traditional boundaries. To read the Nursing, Midwifery and Allied Health Professional (AHPs) report in full please click this link - https://www.uhmb.nhs.uk/index.php/download_file/view/5492/221/.

Do you use Oracle Fusion - information around holiday rule

To avoid purchase orders being delayed, please could we remind all Oracle Fusion Users / Approvers that they must apply their vacation rule before going off shift or on leave.

Holiday / Vacation Rules

It is possible to divert your notifications to another member of staff whilst you are on annual leave. Click on the bell icon (towards the top-right corner of the screen) then More Details and finally Procurement. Click on your name (in the top-right corner) then Preferences. Tick the Enable Vacation Period box, enter the start and end dates, click the Reassign To circle and search to find the appropriate user. NB. Always make sure you re-assign your notifications to somebody with equal or higher financial authority to your profile. Click Save.

Thank you, Procurement Team

Pulse Survey - the results are in!

Thank you for completing the recent staff survey – we had over 900 responses. It is really important to us to keep our finger on the pulse of the organisation. Responses have been shared through divisional forums – if you haven’t seen yours please contact your manager. It is important to keep you updated with the engagement activities that have been happening across the Trust in response to the survey results. At a divisional level there has been lots of activities including;

- Core Clinical Services host quarterly Divisional Induction days for all new starters to meet the team
- Surgery and Critical Care produced posters with infographics of the survey results that are linked to future actions and displayed in all departments
- Medicine held leadership development days exploring how to think differently about problem solving
- Estates and Facilities host ideas cafes and Question Time sessions with the managers

We want to hear from you if you have great ideas about other engagement activities and future surveys. Please contact listening.ia@mbht.nhs.uk or call ext 49440.
The Man Shed - tools for health
The Man Shed is aimed at men of all ages and all job roles currently working within UHMBT.

This is an interactive half day course dealing with general health and wellbeing discussions around men and health and specific male related health conditions. Men are encouraged to come and join the conversation around health and provide us with your own thoughts.

You do not need any previous knowledge or experience for the course, we are welcoming all male staff to attend, it doesn’t matter what job role you have, everyone is welcome, we’re all the same in the shed!

This is a one off course, there will be no need for a refresher and we’re aiming to give you as many tools as possible to look after your own health and wellbeing. You can book onto the course via TMS or call Scott Weisenburger on ext 42293.

Welcome to UHMBT
The Postgraduate Medical Education Department welcomed the new intake of Foundation Trainees on 17 July and Core/ Specialty Trainees on the 3 August. The Foundation Trainees undertook an intensive two week shadowing programme prior to their start date and the Core and Specialty Trainees participated in the Medical Induction. Some of the trainees will be with the Trust for up to two years. We hope that they will enjoy their time with us and you will join us in making them all feel welcome!

Governance blog out now
The latest edition of the Bay Governance Blog is now available. Click here to view.

Learning to improve bulletin
Learning from both good and bad practice is key to improving our services and our working lives. You can view the latest Learning to Improve bulletin by clicking here.

Charity ball in aid of Theatres at FGH
South Lakes Lettings are holding their Annual Charity Black Tie Ball on Friday 1 September at Chequers Hotel, Dalton to raise funds for Theatres at FGH. Tickets are £25 which includes a three course meal.

For tickets please contact Heidi in the Charity Office at FGH on 01229 404473.