Trust Praised For Strong Leadership And Vision By National Hospitals Caterers Chief

The strong leadership and vision showed by the Trust has been praised by the National Hospital Caterers’ Association (HCA) Chair, Andy Jones, at a national conference last week.

Andy Bickle, Head Chef and Tracy Litt, Catering Manager at FGH presented the range of innovations which have been introduced at the Trust to delegates at this year’s national HCA Leadership and Development Conference in Glasgow.

These included: Work to improve menus across the Trust with celebrity chef James Martin, the recent introduction of the community ‘meals on wheels’ project - which provides freshly-made meals to the local community and the recently launched ‘Food to Go Bags’.

Andy also cooked for the 300 delegates at the conference using the kitchens at The Hilton Hotel in Glasgow.

As we reported last month in Weekly News we are the second Trust in the country to introduce ‘Food to Go Bags’ - an exciting new initiative where some patients receive bags of food when they are discharged from hospital.

The ‘Food-to-Go’ bags – which are free to patients - were developed by Hayley Reading, Matron for Acute Medicine working in collaboration with Tracy and Andy and have now been rolled out across the Trust.

Top celebrity chef James Martin, who worked at the Trust in 2013 as part of his BBC Operation Hospital Food series, and who was the guest speaker at the two day said: “Well done to the team at Morecambe Bay. The ‘Food to Go’ bags are a great idea. They’re a no-brainer really.”

Andy Jones, National Chair of the Hospital Caterers Association said: “As Chair of the HCA I see many good things that caterers and trusts are doing but it often goes unheard in the media. However many good things are being done and UHMB are leading the way in ensuring that their catering is at the forefront.

‘To me when you are ill it’s about eating for good health and Morecambe Bay have embraced this fully even going one step further by introducing the ‘Food to Go’ bags to ensure that when patients go home they have the basic foods they need until their care plans are actioned.

‘The drive of Tracy and Andy is a credit to the Trust and their hard work and dedication has put the Trust high in the level of care given. However this could not be done without the strong leadership and vision shown by the Trusts’ Chief Executive Jackie Daniel and the Trust Board. Jackie Daniel and the board have embraced the whole ethos of food being the best form of medicine and have fully supported what Tracy and Andy are doing. I would love to work for a Trust who have this level of care and passion of catering and food’.

The ‘Food-to-Go’ bags are available to collect from Catering Services during normal working hours. Outside of these hours the bags can be collected in the same way as the snack boxes are.
**Radiology Tender**

The Radiology Department, in conjunction with the Procurement Team, is currently exploring ways of bringing ageing diagnostic equipment up to the latest standards, as well as bringing extra "flex-up" capacity to these services. Demand for radiology services has increased continually, all over England, in the last six years, and as healthcare continues to focus more on early detection and prevention, this increase is expected to continue. To deal with the short- and medium-term issues, the Trust has explored a number of different options to support Radiology staff, and is now testing the market to look at ways of making sure the service’s equipment is up to modern standards, and of making sure extra "flex-up" capacity is available to ensure patients get the service they need and deserve, even in times of very high demand. We have already stipulated that any contract will be for 14 years, with an option to break the contract at the end of year 7. This reflects the time taken to develop and train new cohorts of radiology staff, supporting the overall aim to provide support to the team while it develops long-term sustainable solutions. [http://www.acas.org.uk/TUPE](http://www.acas.org.uk/TUPE)

The Trust has already made clear to Staff side that no tender will be brought forward that involves TUPE of any staff, either out of, or into, the organisation, and we have no intention of changing this commitment in any way. The first step in the proposal is to submit service specifications to the NHS Shared Business Services Framework in order to establish which providers may be able to provide managed services. NHS Shared Business Services is a specialist Department of Health-backed partnership with the key aim of improving NHS efficiency, so using its framework will help the Trust ensure it is finding the best-value, highest-quality options available. Following this it may become apparent that this is unaffordable for the Trust – however we will keep everyone informed throughout. In the mean-time, if you have any queries, please contact Debbie Crawford, Imaging Services Manager, at [Debbie.crawford@mbht.nhs.uk](mailto:Debbie.crawford@mbht.nhs.uk)

---

**Jobs of the Week**

**Specialist Biomedical Scientist Microbiology**

An exciting position as arisen for an enthusiastic, talented Scientist within UHMBFT.


**Contracts Manager**

An interesting position as arisen for an enthusiastic, talented Contracts Manager post within UHMBFT.


---

**NMC Social Media Guidance for Nursing Staff**

The Nursing and Midwifery Council (NMC) recently published its code of conduct, which came into force on the 31 March. Social Media is mentioned within the code in the following sentence: “use all forms of spoken, written and digital communication (including social media and networking sites) responsibly, respecting the right to privacy of others at all times.” – NMC Code, Page 16. Read the full guide

---

**Parking proposals at RLI - take a look!**

The Estates Team is planning a drop-in exhibition of proposals for the new multi-storey car park at Royal Lancaster Infirmary. The exhibition will be held on Friday 1 May. Look our for details of timings and venue in next week’s Weekly News — we hope you can come along and give your views!

---

“A great place to be cared for; a great place to work”
BLS ‘Drop in’ sessions at RLI, FGH & WGH
Dates have been released for Basic Life Support ‘drop in’ sessions. Flyers detailing the dates & times have been circulated to all areas at all sites and should be displayed within your department. Please note: sessions cannot be booked via TMS – please just ‘drop in’ at a date and time that suits you.

Pioneering Schemes
Our first round of Pioneering Schemes are well on track to showcase their outcomes at our ‘Pass it On’ event on June 22. ‘Dieticians going mobile’ - the move from a paper based Community service to paperlite, is progressing well. Dietetics cross bay were already paperlite for out-patients services but there was no framework to translate this to a community based service. The Community Dietetic team is a relatively newly formed team to deliver on a wide ranging Service Level Agreement for Lancashire North Clinical Commissioning Group.

Katy Gillespie, Clinical Service Manager, told Weekly News what the Pioneers of the scheme have been getting up to: "The idea for our Pioneering Scheme sprouted from a casual conversation the team were having one Friday afternoon! Over the following few days the team discussed in further depth and realised this would totally revolutionise the way we were presently working. LiA Big conversations had just taken place so as a team we completed the application form and to our delight were successful. Without the backing of the scheme we would not have considered such radical change. We expect within the next three months we will be up and running."

The benefits of our scheme will improve patient experience, improve communication, improve our efficiency and support governance issues. However large or small your idea may be – give it a go!

To submit your ideas for the next round of Pioneering Schemes please email Listening.IA@mbht.nhs.uk or call Liz McDougall or Siobhan McCubbin on x42179.

Waste Amnesty
The next amnesty takes place on April 23/24 2015. Please can you contact the Patient Environment Team who will help you to arrange collection of old items equipment from your ward. The numbers are as follows: FGH x51215 - RLI x42235 - WGH x55384. Try to ensure that for safety reasons that all waste is decontaminated where applicable.

Enter your team for a HSJ Award!
The HSJ Awards give you the chance of showcasing your work to healthcare’s most influential audience. This year there are 22 categories to choose from, please visit http://awards.hsj.co.uk/award-categories for more information.

Want to hear about a day in the life of our Infection Prevention team?
2pm 5th May – Lecture Theatre, RLI
We are committed to reducing avoidable healthcare associated infection and employ a team of specialist nurses to support this commitment. Angela Richards, Infection Prevention and Control Matron, and Vanessa Morris, Infection Prevention Lead Nurse, will provide staff and members of the public with an insight into their role and how their expert advice and support provide staff with knowledge and skills in order to provide clean safe care for our patients. Please contact Heidi at the Foundation Trust Office on 01229 404473 or email Heidi FTmembershipOffice@mbht.nhs.uk if you would like to attend.

Patient Requisite Packs
Following a successful trial of the new Patient Requisite Packs on Ward 33 at RLI and the MAU at FGH, the packs are being rolled out to all wards currently receiving a Materials Management service. Find out more here.

Millom Alliance
The Millom Alliance has been featured on Fab Stuff NHS because of their work on the development of the ‘Millom Model’. Read the full article here.

“A great place to be cared for; a great place to work”
Freedom To Speak Up Guardian

Are you interested in taking on a new challenge without giving up your main role?
Are you a clinically trained individual passionate about safety and patient experience?
Are you up for the challenge of helping us to develop an open, transparent organisational culture built on improving safety and quality improvement?
If your answer to these questions is yes, why not put yourself forward as our newly-created Freedom to Speak Up Guardian?
Following the release of Sir Robert Francis’ Freedom to Speak Up Review, the Trust Board is keen to develop UHMB as a best practice model for openly raising and dealing with patient safety (and other) concerns.
By championing respectful and valued behaviour, by challenging wrongdoing, and by supporting people who raise concerns, the Freedom to Speak Up Guardian will play a pivotal role in shaping a patient-centric, safety-focused culture.
Applicants will have excellent communication skills, balancing their passion for patient, service user and staff safety and natural assertiveness with the requisite empathy, encouragement and support to ensure that they gain credibility, acceptance and trust. The successful applicant will form strong relationships with the Medical Director and Lead Non-Executive Director in order that the Trust continually strives towards achieving a transparent culture whose priority is on quality and safety improvement.
If you are interested in the role and would like more information, please contact David Walker, Medical Director, on x46666 to arrange an informal discussion. Application will be through a covering letter and CV, setting out the reasons why you consider yourself to be suitable for the role. This should be submitted to the Staff Engagement inbox staff.engagement@mbht.nhs.uk by 5.00pm on Friday 1st May. The appointment process will take place in early May. Find out more here.

Endoscopy Referrals
Endoscopy has gone live with E referrals.
E Referral for Endoscopy procedures are now available via Lorenzo extensions - e forms. Only e referrals will be accepted for those tests listed on e forms. This is only for referrals from outpatients presently. Click here for more information.

Reserve Army Medical Services
208 (Liverpool) Field Hospital invite you to a series of Lectures and Demonstrations, the aim of which is to give an insight into the diverse nature, skill, commitment of the Army Medical Reserve and their valuable contribution in support of global military operations. Find out more here.

Excellent work at A&E
On Tuesday 14 April, the Trust Facebook page shared a positive review of A&E care at the RLI, you can view the original review on NHS Choices here. The post has become the most popular the Trust has ever posted, which shows the public’s appreciation of the excellent work of our staff. The post has been shared and liked so much that it has reached almost 15,000 people on Facebook.
The positive review caused a ripple of positive feedback on NHS Choices about the care received by patients at A&E in Lancaster, which can be viewed here. Following this positive review, we will be sharing a patient review of our hospitals in each coming edition of Weekly News from departments all over our Trust. Keep an eye out in the coming weeks for your department!

Sadly Missed
Maureen Dick leaves behind her children, grandchildren, family and friends. She was a valued member of the Hospital Equipment Fund for Furness (HEFF) and spent many years supporting the group in their endeavours to raise funds for equipment at Furness General Hospital. Rest in peace, Maureen, you will be sadly missed.

Judith and Colleagues

“A great place to be cared for; a great place to work”
Safe use of bedrails

The bedrails E-Learning package has now been completely updated and re-launched through TMS. It deals specifically with our Electric profiling beds and our bedrails assessment tool in the Patient Safety Bundle.

All staff who are required to make decisions about whether bedrails are appropriate for any patient, or who put them up or take them down to attend to a patient, will need to complete this training. For many staff, this will serve as your three year refresher and will take about 15 to 20 minutes.

If you have completed training previously it will appear in your To Do List as follows:

<table>
<thead>
<tr>
<th>Previous completion date</th>
<th>In your To Do List</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 3 years ago</td>
<td>Now</td>
<td>Please complete now as previous training is out of date</td>
</tr>
<tr>
<td>In 2012</td>
<td>As it becomes due – 3 months before expiry</td>
<td>Please complete as it appears to ensure you stay compliant</td>
</tr>
<tr>
<td>After 2013</td>
<td>Now</td>
<td>Please complete as soon as possible to ensure you have the most up to date training.</td>
</tr>
</tbody>
</table>

If this training is relevant to you but you have never completed Bedrails E-Learning training previously and it is not in your To Do List please contact your TMS Coordinator to have it added. Please contact your TMS Coordinator if you are unsure whether this training is relevant to you.

Pilot Electrical Survey

To assist the Trust’s understanding of the quantity and scope of electrical equipment located on its sites, we will shortly be undertaking a series of pilot surveys. Some of the surveying may be undertaken outside of normal working hours. In this case access will be arranged via the Domestics or Estates departments. Areas where access is required outside normal working will be advised by e-mail and or the Weekly News prior to the survey.

FGH Discharge Team

The Discharge Team at Furness General Hospital have new contact details, as follows:

Pam Manson - x43775 01229 403775 Discharge Coordinator
Tracy Ashton - x43777 01229 403777 Clinical Lead
Sue Murphy - x43714 01229 403714 Clinical Lead
Julie Thexton - x43776 01229 403776 Admin Support

New Starters

Say hello to our new starters at their values based corporate induction!

Procurement Workshop

There will be a Nursing Supplies Group ‘Procurement Workshop’ on Wednesday 6th May 2015 from 10am to 12pm at Teaching Room 1, Education Centre, Furness General Hospital. The meeting will be focused on procurement related processes and the introduction of purchasing card’s we need your input to make sure we design them to support your day to day working practises. For further info, contact Abby Tierney, Senior Buyer, on 01539 716628.

iWantGreatCare Updates

iWantGreatCare have new several new updates. These updates include new easy-read forms, an app and new forms for paediatrics. Find out the full info on the updates by clicking here.
UHMBT Catering featured in NHS Patient Care Toolkit

A new Patient Care toolkit was published on 7 April by NHS England. The toolkit was developed to support NHS commissioners to work collaboratively with patients, carers and NHS provider organisations to reduce poor experiences of in-patient care.

The Trust features in the toolkit as an example of good practice in hospital food due to our high quality of food and the work undertaken with James Martin. We want to thank everyone in the Trust’s Catering teams for the fantastic work they have been doing for patients! Read the full toolkit here.

Our Vision and Values: Progress

Our progress will be improved through innovation, education, research and technology to meet the challenges of the future.

As a Trust we are constantly striving to make progress by improving our services for patients and staff. In the past year we have made significant progress in a wide range of areas throughout the Trust. You can view the improvements made on the dedicated CQC webpages on the Trust website here. The most significant progress development is the launch of our Better Care Together strategy. By working with our health and social care partners, we aim to ensure that our services can not only meet the challenges of the future but pre-empt them.

In order for this progress to be successful, all our staff need to be involved and you have shown your dedication to this through your participation in Listening into Action, amongst other projects. Together we all make our Trust a ‘Great Place’.

Pulse Survey - Deadline for Submissions Extended

We need you to fill in the latest Pulse Survey! Staff feedback is essential to making sure our Trust is a ‘great place to be cared for; a great place to work’. The latest Pulse Survey has had a low response rate, which we understand is largely down to the Easter holidays and strains on staff time during this period. Please fill in the Pulse survey here and help the Trust’s continued improvement.

CQC Mock Inspections

As a public governor, I have been involved with several CQC mock inspections. We noticed how things have improved. I know that our wonderful staff have been working hard, and this is their achievement, as well as of the board and the Chief Executive, who is always walking around and has been involved in the improvement.

In the meantime, everyone is doing their part. We know several things that we should improve in. Hand hygiene is important, which will improve infection control. Please see a recent letter for staff here. It’s important to smile and say good morning to each other, it makes everybody feel part of a team. I have experience with making a difference and realise that it is unimportant who people are, but how you show your respect and care for them.

Shahnaz Ashgar
Public Governor

Microbiology Request Form

The new combined Microbiology request form for use by GP’s and Trust users has been released in recent weeks. Completion of the new form is still proving to be problematic. Please refer to the following document for guidance on completion: http://uhmb/cd/commsmarketing/Documents/Microbiology.pdf

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