Expressions of Interest to become a UHMBT Improvement Champion wanted!

The role of the improvement hub is to increase our staff capacity and capability to deliver quality improvements, with our focus on patient safety. By increasing understanding of quality and safety, we can start to develop our culture of improvement.

The Improvement Hub links and complements the current programmes of work with LiA, the CQC Improvement Plan and operational resilience. It will offer bespoke training and supports the overall vision of developing and embedding an improvement culture.

This is a call to action for expressions of interest to be an Improvement Champion and join a development programme aligned to delivering improvements. You may already be involved in improvement work, such as an LiA pioneer scheme, have had previous training or no knowledge of improvement methodologies.

The programme is open to anyone interested in both clinical and non-clinical roles. You need support from your line manager to be able to attend the training and deliver an improvement.

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<tr>
<th>Cohort 1 - 2015</th>
<th>Lancaster University</th>
<th>Furness General Hospital</th>
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<tr>
<td>Session 1</td>
<td>2 June</td>
<td>11 June</td>
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<td>Session 2</td>
<td>16 June</td>
<td>23 June (Furness College)</td>
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<td>Session 3</td>
<td>30 June</td>
<td>6 July</td>
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The training will be provided both at Lancaster and Barrow and be four and a half days spanning a period of five months, starting in May 2015. There will be an initial launch session for a half day prior to the training starting and finishing with the combined group session on 6 August. This is an opportunity to put quality at the heart of our work and develop your skills in improvement methodology. On completion you will have a role in supporting others to continue the spread of improvement knowledge within your ward, department and division.

For send your expression of interest to Helen Pye by Thursday 30 April 2015 via email helen.pye@mbht.nhs.uk or post to Helen Pye, Improvement Hub Lead, Learning and Development Department, Women’s Unit, Royal Lancaster Infirmary.
WGH League of Friends Chair

It is with great sadness that we have to inform you of the passing of Roger Thompson, Chair of the League of Friends, Westmorland General Hospital.

On behalf of us all we would like to offer our sincere condolences to Roger’s wife Vickie, children and grandchildren, family and friends and convey our heartfelt thanks for the tireless work Roger did in leading the League of Friends, Westmorland General Hospital and for all his fundraising for WGH over the years which has impacted on so many. It was a pleasure to work with Roger who was a consummate professional and a true gentleman with a thoughtful and generous nature.

The League of Friends do incredible work for our hospitals and make a great difference to the lives of many of our patients and staff. The work of our fundraisers sometimes takes place “behind the scenes”, but we know that they work tirelessly for our hospitals, giving up a large amount of personal time and without them, we wouldn’t be able to make some of the changes we have.

Judith Read
Morecambe Bay Hospitals Charity

HDU grand re-opening after major refurbishment

The High Dependency Unit (HDU) at Furness General Hospital (FGH) was officially re-opened last week, following an extensive refurbishment. The unit has seen its floor space double in size along with better facilities to improve patients’ environment and staff experience. The improvement works also include additional bedside technology, improved storage space, and the creation of a fully en-suite isolation area. The number of beds in HDU has also increased from six beds to eight.

Staff and patients at FGH were involved throughout the design process. There has also been a significant investment made in recruiting more staff. The event was been organised by public governor Shahnaz Ashgar who works tirelessly to support both patients and staff at FGH. Patients, staff and invited guests including Felicity Wilson, Mayor of Millom celebrated the re-opening of the unit on Wednesday afternoon when light refreshments were served and the unit was officially opened by Mrs Patricia Jones, who was a former patient in HDU.

Sue Smith, Executive Chief Nurse at the Trust said: “This is great news for FGH and the people of Barrow. HDU at FGH has seen a much-needed upgrade and the environment now is much brighter, airy and conducive to our patients’ wellbeing. I hope the improvements will have a positive impact on all our patients and staff who use HDU. A big thank you to our Estates team for all their hard work! I am sure these improvements will make the experience in our hospital much more positive”.

Cumbria LSCB Online Procedures Manual Launch - March 2015

Cumbria Local Safeguarding Children Board procedures have been updated to ensure that they reflect and are consistent with ‘Working Together 2013’.

The revised guidelines and procedures replace the existing ones and are live from 20th March 2015. The Briefing Note and Online Procedures Manual can be found on:

Cumbria LSCB Online Procedures Manual Launch - Briefing Note - March 2015
Cumbria LSCB Online Procedures Manual - March 2015

www.uhmb.nhs.uk
Leadership Conference is a success!

Around 80 leaders attended last week’s Leadership Conference, with a good mix of staff groups and representation from all sites. The day began by attendees sharing improvement stories from their team, some of which had such impact they prompted spontaneous applause. The morning was spent thinking about our improvement journey and how LiA and the Improvement Hub is supporting staff with this, with attendees having opportunity to contribute ideas and suggestions for improvement needed.

In the afternoon we were fortunate to be joined by Professor Chris Ham, Chief Executive of the King’s Fund, who gave a talk about the importance of collective leadership and staff engagement in successful improvement. The impact of Chris’ talk was summed up by one delegate by: “providing evidence-based confirmation that the approach and actions we are taking are valid and successful”. The group then spent some time thinking about the priorities of the Trust and how to communicate these with frontline staff in order for them to be meaningful, and also discussed and identified leadership behaviours needed in order to better support teams. Feedback from the day will be collated and shared across the organisation shortly.

Kathy Duffy, Assistant Director of Organisation Development.

Meet our new LiA sponsors!

Linda Womack (left), Allied Health Professional Lead for the Trust and Deputy Divisional General Manager for Core Clinical Services, and Sarah Cullen (right), Assistant Chief Nurse for Surgical & Critical Care, join our deeply committed Sponsor Group. Their full stories can be found in this month’s LiA newsletter here.

Share your journey!

As part of our LiA journey we are asking staff to write Blogs. We are kicking off our Blog section with thoughts from Dan Willis, LSMS, and Debbie Collins, Ward Manager, on their experiences so far. Both are hoping to share their journey with you every fortnight. Both Blogs can be read on our intranet page here.

Any staff willing to share their thoughts, please contact Liz McDougall on Elizabeth.Mcdougall@mbht.nhs.uk

Values and Behaviours team to lead event!

We are holding an event on Friday 8th May at Truckhaven, Carnforth, from 9am to 4.30pm as part of our Enabling Our People scheme. At our recent Big Conversation event we took on board your examples of ‘unacceptable behaviour’ and a ‘tick box approach to appraisals’.

Now we want you to be involved in developing our ‘Behaviours Framework’ and contribute your ideas to improving our appraisal process. With only 80 places available you must book your place via TMS - event listed under ‘Personal Development’. For more information, please contact Janette Thorpe, Learning & Development, on x42177.
Vascular Services Update

From Friday 3 April 2015 the entire Vascular Services provision at University Hospitals of Morecambe Bay NHS Foundation Trust (UHMB) will be decommissioned and becomes the responsibility of Lancashire Teaching Hospitals NHS Foundation Trust (LTH), based in Preston.

Elective (outpatients/daycase/inpatient) provision will continue to be provided at UHMB hospitals but the management arrangements will transfer to LTH through a formal Service Level Agreement.

LTH will employ 2 consultant vascular surgeons (one new consultant, one transferred from UHMB to LTHT) for the Morecambe Bay population.

The specialist vascular MDT will be run out of LTH with appropriate videoconferencing facilities. This will include full participation in the regional specialist vascular MDT and 1 in 8 contribution to the Out of Hours emergency vascular rota with all Out of Hours emergency surgery being undertaken at LTH.

All support services including middle grade, secretarial, clinic, theatre and ward care will be provided by UHMB.

The Out of Hours emergency vascular rota will be organised by LTH and provision will be made for all Out of Hours emergency surgery to be undertaken at LTH. Appropriate IT support, PACs access and access to clinical areas will be arranged by LTH.

One Speciality & Associate Specialist (SAS) Grade doctor will also transfer to LTH on 31 March 2015.

UHMB will be the first Trust to transfer services over to LTH followed by Wrightington, Wigan & Leigh NHS FT from June 2015 and then Blackpool from January 2016. Find out more here.

Friends and Family Test Response Rate

Thank you everybody for your continued hard work in ensuring the Trust meets its national requirements where the Friends and Family Test (FFT) is concerned. We did meet the national requirements for the month of February for both Inpatients and A&E. Well done!

The A&E FFT response rate for February rose to its highest level yet – a massive 31%. The national target response rate is 20%. The Trust's Inpatient FFT response rate for February was 37% and the national target for this month was 30%. Please be aware however, that the national response rate for Inpatients has now changed. From March 2015 a national 40% level of achievement is expected for all Inpatient FFT returns. Obviously this is a significant and challenging uplift to achieve, as well as sustain, and the end of March is fast approaching! Please can we make a concerted effort to encourage patients to participate in the Friends and Family Test. It is also of the utmost importance that FFT boxes are emptied on a weekly basis.

The cards cannot be counted if they remain in the box and in turn, we could potentially be setting ourselves up to fail unnecessarily. There is a housekeeping exercise currently being undertaken and, in future months, your individual iWGC reports will become more useful to you, as we measure your returns against the footfall (discharge) figures. You will also see a significant change around how the individual comments are presented to you. There are exciting times ahead. Feedback can be shared with you all, in a better, more user friendly format and we can really celebrate the many positive comments that are being written about you and the Trust from our patients. Thank you once again for your commitment in relation to the Patient Experience.

Fliss Swift, Patient Experience Manager

New NMC Code

The new Nursing and Midwifery Council (NMC) code becomes effective today (Tuesday 31st March). Find out more on the NMC website here.

“A great place to be cared for; a great place to work”
Job of the week

Dermatology Service has an exciting opportunity for an experienced Advanced Nurse Practitioner to join our current extremely motivated and experienced cross bay Dermatology team. The role of the Advanced Nurse Practitioner will be integral to the future development of the team. This post will be to provide specialist support for in-patients and outpatient clinics. The role will involve cross bay working across all our sites. For further information please contact Kim Wilson, Assistant Chief Nurse on 07919 487979 or Yaaseen Moosa on 01524 583165.

NHS Pension Scheme Changes

From 1 April 2015 the NHS Pension Scheme is changing. Please visit the NHS Pensions website for more information about the changes http://www.nhsbsa.nhs.uk/Pensions.aspx

You can also find information about Total Reward Statements (TRS) Annual Allowance, contribution rates and more. If you would like to receive our member newsletter please send your email address to nhsbsa.pensionsmembernewsletter@nhs.net

Medicine G/Drive

Acute & Emergency Medicine have begun work on the medicine G: Drive folder, archiving any documentation that is out of date. There are now folders for Elective Medicine and Acute and Emergency Medicine and also an Archive folder for any documentation that has not been used in three years or more.

If you can’t find what you require within these areas please contact either Rebecca.Hill@mbht.nhs.uk, Louise.Pucknell@mbht.nhs.uk or Melanie.Cook@mbht.nhs.uk. Please feel free to move, delete or archive your own items to a relevant folder.

Breast Care Unit Raffle raises funds to improve patient experience

The Breast Care Unit held their second Christmas raffle over December and January, the raffle was drawn by Lesley Waite Breast Care Unit. The event was a huge success and raised £1,769.92!

The Breast Care Unit would like to thank staff, friends and patients who helped sell the raffle tickets, without their effort and support this would not of been possible. They would also like to thank everyone who bought tickets and supported the unit. Raffle prizes were kindly donated by local businesses - Jo and Cass hairdressers, Barton Grange, Grange Hotel and many more. The money will be used to enhance patients experience when visiting the Breast Care Unit.

Switch from Nutilis to Nutilis Clear

There is going to be a change in product used to thicken patients drinks to aid those who have problems swallowing normal consistency drinks e.g. patients who have suffered a stroke or have neurological disorder affecting their swallow. Current we use Nutilis Powder. As from April the new product Nutilis Clear will be introduced. Find out more about the changeover procedure here.

WGH’s endoscopy unit has received a ‘JAG’ accreditation

Chief Executive of UHMBT Jackie Daniel said: “I am delighted that the endoscopy unit at Westmorland General Hospital has received successful ‘JAG’ accreditation. Well done to everyone involved, thoroughly deserved and a great recognition of your hard work.”

JAG Accreditation is the formal recognition that an endoscopy service has demonstrated its competence to deliver against the measures contained within the national endoscopy standards.

"A great place to be cared for; a great place to work"
**Change to patient documentation from 1 April 2015**

During the CQC inspection in February 2014 omissions were found in patient risk assessments and care planning documentation. Patient records were not always accurately maintained and consequently posed a potential risk to patients.

From the 1 April 2015 all disciplines will record care contemporaneously in the case note file. Sequential notes for both care and medical and will be recorded on history sheets. To find out more visit our intranet site [here.](#)

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**Bay Trust Radio’s Money Mountain**

As part of Bay Trust Radio's Money Mountain, the team would like to get as many staff from the hospitals as possible talking about the importance of Bay Trust Radio, and the work it does Trust.

The BTR team will be able to record using their technology and have it ready to play out over the weekend of 17-18 April, with them also being able to use these in future projects for the station.

If you would like to get involved please contact Danny Frith, Promotions Manager for Bay Trust Radio at [danny.frith@baytrustradio.org.uk](mailto:danny.frith@baytrustradio.org.uk)

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**Technical issues at RLI Lecture Theatre**

The Lecture Theatre at the RLI are currently experiencing some technical issues and as a result they have rigged up a temporary laptop and projector whilst these are being resolved. There will be no internet access or access to UHMB/CANL profiles, so can you please bring all material on a memory stick for your sessions. There is no sound available through the temporary laptop.

Please save all material (on memory sticks) in Word 97 – 2003 or Power point 97 – 2003 as the temporary laptop can’t open higher versions.

This is likely affect things over the coming weeks but they will keep you updated. We apologise for any inconvenience that this may cause. If you have any further concerns please contact Kathryn Winkfield, Education Centre Team Leader on x46012 or [Kathryn.winkfield@mbht.nhs.uk](mailto:Kathryn.winkfield@mbht.nhs.uk)

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**Valuing our people**

Our new vision and values provide a clear message that providing compassionate care and high levels of experience remain at the heart of everything we do. Each week we will be providing a summary of one of our values, this week is our people value:

**People:** Our staff and volunteers are the ones who make a difference. They understand and share our values and this is reflected in their work.

To make sure we value our staff and volunteers we have recently introduced Star of the Month. This is where each division nominate a winner for their dedication and for going that extra mile, there is a display at each site to showcase our Star’s of the Month. We have also started a new 90 day follow up call for new starters, to confirm they have settled and if they have any more questions. This has proved very successful, staff and volunteers have fed back how they appreciate the extra care that is given through this.