

Weekly News

Update on our improvements as part of the Recovery Support Programme

As you will be aware, our Trust has been receiving intensive support as part of the Recovery Support Programme (RSP). Its aim was to support our teams to make the improvements to governance, quality and safety that would mean safer and more effective services for our local communities.

Over the last 18 months, our teams have been working extremely hard to improve, making some significant changes to the way services are delivered and monitored. Some examples of improvements include:

- An overall improvement in Sentinel Stroke National Audit Programme (SSNAP) data with our stroke services at FGH scoring an A and our services at RLI scoring a B in the most recent quartile
- The removal of all regulatory restrictions for our stroke and maternity services
- The rollout of our new Quality Governance Assurance Framework that sets out the Trust's approach to ensuring that roles and responsibilities are clear and that there are robust systems of governance and accountability in place at all levels to support the delivery of high-quality, sustainable services
- The opening of a £2million Urgent Treatment Centre at the RLI to enhance care for patients and to help reduce pressure on the Emergency Department
- The launch of our Fundamentals of Care Programme which aims to get the basics of quality of care - safety, effectiveness and patient experience - right every time

Over recent months, the System Improvement Board (SIB) - made up of colleagues from NHS England (NHSE), Lancashire and South Cumbria Integrated Care Board (ICB), local authority, Care Quality Commission, General Medical Council and Health Education England - has been reviewing our progress. I'm pleased to share that the SIB has unanimously recognised the improvements in governance, quality and safety that have been achieved because of your hard work.

In recognition of this, NHSE is reducing the oversight arrangements that they have in place with the Trust and has asked us to work with our ICB directly in managing our onward improvement locally. NHSE is now reviewing whether we need to continue to access support from the RSP as part of our ongoing improvement journey.

This is positive news and true recognition of all your efforts. However, it is only the first step on a long road of improvement, and we cannot slow down now. We must keep moving at pace to ensure that our local communities are getting the standard of care they deserve.

Thank you for your continued support; we will keep you updated.

Aaron Cummins
Chief Executive





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Happy Birthday To You... The NHS turns 75!

The NHS turns 75 next Wednesday, 5 July. To celebrate we're organising a number of events including tea parties, and challenges and we're encouraging colleagues to decorate their work areas with balloons and celebrate the day.

Our Children's wards have been running an art competition for our younger patients and the winners will receive some shopping vouchers! The Careers teams have arranged an online assembly for schools where pupils can learn about the history of the NHS and wider healthcare.

Members of the communications team will be on our sites throughout the next week ready to take some fantastic pictures using our NHS 75 frame! We want to encourage all our colleagues to be part of the celebrations, so please come and say hello. There will be balloons and a selfie frame so keep an eye out!

And finally, a challenge! Colleagues are invited to set their own goals using the numbers 7, 5 or 75. Perhaps you want to run a 5k, read 7 books, or do 75 miles on the bike. If you do plan on cycling make sure you register with www.lovetoride.net/lancashire.

You can set a personal goal or one with your team, whatever it is, we'd love to hear about it.

If you're in a fundraising mood the Bay Hospitals Charity is supporting 75 for 75 and are encouraging people to do 75 minutes or miles, walking, running or cycling and raise money for the charity. Can you raise £7.50, or maybe even £75?

Aaron Cummins, Chief Executive UHMBT - "Time certainly flies, five years ago we celebrated NHS 70 and I had just taken up my post as Chief Executive. During this time together, we have overcome some very difficult challenges on our improvement journey – and not to mention a global pandemic. I hope you will join me in taking a moment to reflect on all the NHS has to offer and how you as individuals and teams, contribute to that each day. I look forward to continuing to celebrate the NHS with you all as we work together in the next phase of our UHMBT journey. May I take this opportunity to thank you all."

Please check <https://www.uhmb.nhs.uk/news-and-events/our-campaigns/nhs-75th-birthday> for the latest info as we finalise some of our plans.

If you want to use the NHS 75 logo for your own decorations it can be found [here](#)



June's Team Talk is out now!

Our monthly Team Talk presentation was held on Monday 26 June via MS Teams. Thank you to everyone who joined the session.

The recording and presentation slides are also available on the [Communications intranet site](#).



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Estates and Facilities Day

Last week we celebrated the second annual Estates and Facilities Day for colleagues across the Trust.

The dedicated hard work and support that colleagues in these teams provide to our patients every single day should be recognised and applauded. On the day there were tours available to see some of the construction going on to provide new facilities for cancer patients, the catering team were recognised as the 8th best in the country for the quality and standard of food and we shared some of the phenomenal work online with videos and some extraordinary statistics.

Did you know... that porters at the Royal Lancaster Infirmary deal with almost 80 tonnes of clinical and general waste every month!

David Sanderson, Associate Director Estates and Facilities said "It's fantastic that we are recognising the efforts of colleagues in estates and facilities. Often patients will spend more time speaking with the porter taking them to an appointment than the doctor treating them, or colleagues on switchboard who work very hard to support concerned friends and relatives who get in touch with the Trust. A special mention has to go to the Catering Team who have clearly set a high bar for next year! Please do enjoy an award-winning meal next time you're visiting one of our restaurants."



*Jalibani Ndebele
presents the RLI
Catering Team with
their award*



*Angela Parfitt
presents the WGH
Catering Team with
their award*



*FGH Catering
Team receive
their award*



*RLI New
Oncology Unit
Tour*

Colleagues celebrate Estates and Facilities Day

Colleagues from across UHMBT celebrated our Estates and Facilities teams as part of National Healthcare Estates and Facilities Day (Wednesday 21 June).

The Patient Environment Services (PES) department at FGH marked the national awareness day by asking colleagues to nominate staff in the department for the work that they do.

The nominations were displayed in the department, along with refreshments for the team.

Winners of the most nominations were Danielle Reid, Domestic, Gary Hayman, Porter (both pictured), and Hayley Anderson, Domestic. Winners were presented with a certificate and lunch vouchers.





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Video to celebrate our Estates team

Last week, we celebrated our Estates and Facilities colleagues to mark National Healthcare Estates and Facilities Day.

Watch a video [here](#) to find out more about our Estates team.

Bay Health Festivals Newsletter

We hope you're as excited as we are about Bay Health Festivals events coming up this July!

Read the Bay Health Festivals newsletter [here](#) to find out how we're planning to celebrate the changes we can make to live happier, healthier lives in Lancaster and Kendal this summer.

Swim with the Chaplains

We have completed three fabulous swims and are growing in the number of swimmers taking part. For some, it's the first time they have swam in open water.

Come and join us for our next two swims at Crook O'Lune on Friday 30 June at 3.30pm (LA2 9HU) and Morecambe Bay on Monday 3 July at 11am.

You can find full details of our upcoming swims on the Intranet [here](#).

THE BAY
HEALTH FESTIVALS
BARROW • LANCASTER • KENDAL

All Joined Up!

Joiners from the RLI Works took up the challenge to help the Bay Health Festivals get its message out there.

A quick bit of carpentry and a touch of painting skills created some great roadside advertising for the Festival in Lancaster. Taking the lead from its sister Festival in Kendal, Lancaster latched on to the simple idea of roadside boards to help drivers and their passengers pick up the message that health is something we can all play a part in.

This year has been fantastic already 'said Ian Dewar, Lead Chaplain and overall organiser of the Festivals. 'We've been putting on wild swimming for the staff, we've had some large organisations contact us already about next year, and now our works dept - one of the engine rooms of the Trust - has stepped into help us spread the word. The idea is certainly growing. So well done lads, we're grateful!

Watch out for the signs as you drive into Lancaster along Caton Road and from Galgate.





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Save the date: Update on our Urology Service improvement journey

Many of you will be aware that the Trust has been working to make improvements to its Urology service in recent years.

We have arranged an all-colleague briefing session on Microsoft Teams, led by Mr Colin Cutting, Clinical Lead for Urology, to update you about the work the team has done to date and what they have planned.

This includes the development of a new Urology Investigations Unit at the RLI, which forms a key part of the Trust's improvement plans. Benefits of the new unit, due to open in October, will include significantly speeding up the hospital treatment pathway for some cancers and reducing the need for patients in the Lancaster and Morecambe area to travel to Kendal or Barrow for appointments.

The briefing will take place on **Tuesday 4 July at 11am and you can join via [this link](#)**.

The session will be recorded and shared so those that can't attend can watch back at a time convenient for them.

Important reminder: Recording details of incidents on Ulysses

Please could we remind colleagues to include patient details including RTX when recording details of incidents on Ulysses.

There has been a rise in incidents being recorded without patient details making it extremely difficult for the Security Team to progress and for the Behavioural Marker Meeting Monthly to action.

If you have any queries, please contact Hazel.Mckenna@mbht.nhs.uk

Hazel McKenna, Security Technician - Lone Worker Lead

Come and meet our staff governors

Three of our staff governors; Jane Kenny, Karen Donaldson and Bob Bain are keen to engage with staff and will be available at the following locations and times:

WGH

Monday 3 July 2023 - The backdoor of WGH - from 8am to 9am

Monday 3 July 2023 - The restaurant at WGH – from 12pm to 1.30pm

FGH

Friday 7 July 2023 – The front door of FGH – from 8am to 9am

Friday 7 July 2023 – The restaurant at FGH – from 12pm to 1.30pm

MLM

Monday 10 July 2023 – Moor Lane Mills – from 8am to 9am

RLI

Monday 10 July 2023 – Centenary Corridor RLI – from 12pm to 1.30pm

Please come along and say hello. If you would like to get in touch with the staff governors, please contact them directly on their UHMBT email accounts or by contacting staffgovernors@mbht.nhs.uk.



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Glenda and Brenda reach 30 years' service!

Glenda Prichard, Lead Radiographer for Nuclear Medicine, and Brenda Gladwin, Clinical Support Worker (CSW), have each reached 30 years of service. They were presented with certificates to mark this huge milestone.

Brenda's first job was as a Domestic Assistant for Lancaster Acute Hospital NHS Trust and she started her role as CSW with Radiology in 1998. Her biggest achievements include completing the Band 3 CSW training programme with radiology, undertaking cannulation and venepuncture and supporting and training new members of staff rotating through CT/MRI, Radiology Day Care and Ultrasound. Brenda has always been very supportive of both patients and staff.



Glenda's first job was as a Basic Grade Radiographer at Lancaster Acute Hospital NHS Trust in 1993. Her biggest achievements have been completing her Diploma of the College of Radiographers (DCR) in Diagnostic Radiography and extending to the BSc, MSc in Diagnostic Imaging and PgD in Nuclear Medicine and Reporting Module. Glenda has worked within general X-ray covering fluoroscopy, CT/MRI, Nuclear Medicine and Reporting.

All of the Radiology Team at the RLI want to thank them for everything they do and are very proud of their achievements.

Cancer Waiting Times Guidance

The latest version of the 'Cancer Waiting Times Guidance (CWT V11.1)' comes in fully from Saturday 1 July 2023.

The guidance itself can be found on the following link [Cancer Waiting Times Data Collection \(CWT\) - NHS Digital](#)

To support these changes, the 'Cancer Waiting Times' TMS package has been updated. This can be completed via the Training Management System ([Home - TMS \(uhmb.nhs.uk\)](#)).

If you have any queries please contact Michael Railton, Cancer Manager, at Michael.Railton@mbht.nhs.uk

Nominations are open for the National Apprenticeship Awards 2023



The National Apprenticeship Awards, now in their 20th year, are designed to recognise and reward the achievements of exceptional Apprentices, Apprenticeship champions and Apprenticeship employers.

If you work with an outstanding Apprentice at UHMBT and would like to nominate them, more information on the Awards and the categories available can be found here: [National Apprenticeship Awards 2023 \(appawards.co.uk\)](#)

The nomination window closes on Friday 30 June at 5pm.



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New Foundation Intake

Please join the cross-bay Postgraduate Medical Education teams in welcoming our new Foundation Year One Doctors who will be starting their two-week shadowing period on Monday 17 July 2023. We are so fortunate to have F1's joining us from various Medical Schools throughout the UK and overseas and I hope that together we can help them feel at home quickly.

They will be shadowing the current F1's and F2's closely in order to ensure they are fully settled in their role before commencing Employment on Wednesday 2 August 2023. I'm sure as Trust we will welcome these new Doctors but will keep in mind their limitations during this two-week period, the details of which can be found below:

Shadowing F1's are encouraged to assume some clinical responsibility and provide assistance with clinical tasks under the direct close supervision of the current F1 and/or senior doctor, in order to consolidate learning, but this would not be in any formal capacity.

There are four key learning outcomes which are:

1. *Demonstrate that they are familiar with your new working environment.*
2. *Demonstrate responsibilities for safe and effective patient care, including how to seek supervision.*
3. *Demonstrate familiarity with appropriate IT systems and procedures.*
4. *Understanding roles and responsibilities and limitations.*

If during this two-week period, you need clarification or have any concerns, please do not hesitate to contact us at foundation.doctors@mbht.nhs.uk

Postgraduate Medical Education Team

Oncology colleagues take the plunge to raise money for CancerCare



Colleagues from the Oncology Units at WGH and FGH took part in a 'Dare2Dip' last week at Grasmere to raise money for local cancer charity CancerCare Lancashire and South Cumbria. The team hopes braving the chilly water will inspire others across the Trust to take part in their own Dare2Dip.

This year, CancerCare celebrates its 40th year and is marking its anniversary with Dare2Dip, a fun new cold-water challenge to raise funds. People can Dare2Dip in whatever way they fancy, including a brisk bathe in a local lake or a paddle in the sea.

You can find out more about Dare2Dip and donate [here](#).



Learning to Improve Newsletter

The June 2023 edition of the Learning to Improve Newsletter is out now!

You can read this edition on the Intranet [here](#).



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Manual Handling Champions

The subject for our first Manual Handling Champion Urgent update has been identified from incidents and feedback by fellow colleagues.

The identified subject is: **Manual Handling Champion Urgent Update 2 Raising the fallen patient and Logroll technique** and is available to book now on TMS.

This update is only for those who work within clinical areas or are involved in patient movement and will last approximately one hour in total at the following times:

- 9.30am-10.30am
- 11am-12pm
- 1pm-2pm
- 2.30pm-3.30pm

The dates are:

RLI - At Ntech

(The old social club behind Mortuary)

- Friday 7 July
- Friday 11 August
- Tuesday 10 October

FGH - Old linen Room

- Monday 17 July
- Thursday 3 August
- Friday 8 September
- Thursday 2 November

What matters to you about your health, health care and the health of your community in North Lancashire?

The engagement team from Lancashire and South Cumbria Integrated Care Board along with local leaders have been holding listening events in each part of Lancashire and South Cumbria over the past few months.

Our first listening session for North Lancashire (Carnforth, Fylde and Wyre, Lancaster, Morecambe) will take place on Wednesday 5 July 2023 from 6pm to 8pm. The session will be held online using MS Teams.

We want to hear from you about your health, your experiences of health care and what matters to you as a resident of North Lancashire.

These are informal sessions lasting up to two hours where we will listen and give you the opportunity to ask us questions. You will hear about our priorities too.

To join us and enable us to hear your views please register [here](#) and we will send you a link.

We look forward to seeing and hearing from you.

Engagement Team Lancashire and South Cumbria Integrated Care Board

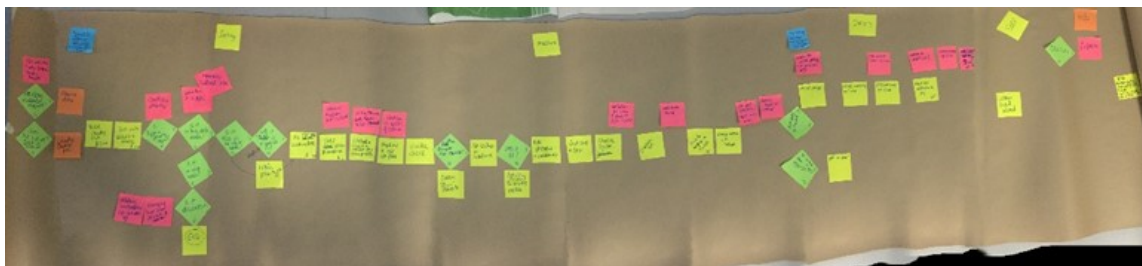


Preparing for a Big Change

How the EPR team are using QI to support services to make improvement to processes

Our current Electronic Patient Record (EPR) system will be replaced in 2025 and the Trust are in the process of procuring a new system. Whilst this is underway, the EPR team are supporting services and departments to reflect on their current process to improve them before a new EPR system is introduced, helping to make the transition from one system to another as smooth as possible.

Services and departments will be supported using a Quality Improvement (QI) tool called process mapping. Capturing a visual representation of the reality of a process with those who operate and interact with it. Exposing the areas of duplication, frustration, challenge, variation, and unnecessary steps to work towards a co-designed improved future process. Changing over to a new EPR system won't be an easy feat but having a more efficient process to transition over will help services to 'make room' for the new and prepare them for a fresh start with the new system.



The EPR team are helping services process map now. 18 EPR Team members including Nurse Analysts, EPR Advisors, E-Referral Specialist and I3 Support attended a face-to-face training session at the start of June on process mapping, designed and delivered by the Quality Improvement Team. Learning about how we all react to change, how to identify and engage stakeholders, planning and preparing for the process mapping session and how to get the best out of a mapping session. We also had a go at mapping a process many of us are all involved in-household laundry! Further training for the EPR team and a chance for them to learn from each other is planned for July, focusing on how to analyse process maps and identify the improvements.



The EPR team will be contacting specialities and departments; so, to help your service to get the most out of Lorenzo, start thinking and discussing where your processes could be streamlined or where paper is still used - they will be in touch soon!

If you are interested in learning about process mapping, this tool is covered in one of the 90-minute sessions within the Quality Service Improvement and Redesign Virtual (QSIR V) course we run over 10 weeks - [express your interest](#) now to receive cohort dates on their release. To find out more about this, or our other QI training, process mapping and other QI Tools visit the [Hive Intranet site](#).



Furness Supported Discharge Team presented with PEARL award

The Supported Discharge Team at FGH has been awarded an accolade for providing a supportive learning environment while allowing students enough independence to develop.

The PEARL awards (Practice Educators Awards for Reimagining Learning) are aimed at Allied Health Professionals (AHPs). The awards are led by Lancashire and South Cumbria Integrated Care Board and Lancashire and South Cumbria AHP Workforce Programme Team.

The Supported Discharge Team was praised for allowing students to experience the multidisciplinary nature of the team and gaining a strong understanding of interdisciplinary working. They also offer opportunities to follow the journey of patients from admission through to discharge, including time in theatre, ward-based work and community.



Photo of the Week



This week's photo of the week was sent in by Susannah Thompson - 'I just wanted to share this photo of some of the RLI Radiology staff enjoying a paddle and a dip at Morecambe bay in the good weather. It's a lovely team to be part of'.

If you'd like to be featured, send a photo that made you smile, your name and a short description to Weekly.news@mbht.nhs.uk.

Please note: Weekly News is shared with the public via the trust website and on notice boards across the sites.



Trust Procedural Document Library

Please see the link below for procedural documents updated in the last 30 days. If you have any queries contact policy.coordinator@mbht.nhs.uk. [Trust Procedural Document Library - Documents Updated in the Last 30 Days](#)

Have you won the Bay Hospitals Charity Lottery this week?

This week's winning numbers are:

Draw date: Friday 23 June

1 7 1 7 5 2

Play the Bay Hospitals Charity Lottery online now!

Visit www.bayhospitalscharity.org/lottery/

and help make a lotto difference across Morecambe Bay Hospitals.





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THE BAY HEALTH FESTIVALS

BARROW • LANCASTER • KENDAL

July 8th & 9th 2023

A Celebration of Cycling



Bike demos | Repairs
Tips & advice | Food

Dalton Square, Lancaster
Sunday July 9th, 10am to 4pm

WEBSITE

thebayhealthfestivals.org.uk

SOCIAL MEDIA

@TheBayHealthFestivals

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THE BAY HEALTH FESTIVALS

BARROW • LANCASTER • KENDAL

July 8th & 9th 2023

Rediscovering the lost art of living

Music | Dance | Fitness | Food

Lancaster

Dalton Square
July 8th & 9th

Kendal

Leisure Centre
July 8th

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