

Weekly News

Lancashire and South Cumbria NHS welcomes national New Hospital Programme roadshow

A summer series of national New Hospital Programme roadshow events visited Preston on Wednesday 16 August 2023, as Government representatives arrived to discuss the next steps for building two new hospitals in the region.

Lancashire and South Cumbria NHS welcomed Health Minister Lord Nick Markham CBE following on from the Government's commitment to replace both Royal Preston Hospital and Royal Lancaster Infirmary with new builds on new sites.

In May 2023, the Government announced a record investment of more than £20 billion, ring-fenced for the next phase of the national New Hospital Programme, which brings proposals for new cutting-edge hospital facilities for Lancashire and South Cumbria a step closer.

The roadshow event was an opportunity for Lord Markham to hear first-hand from staff and patients of Lancashire Teaching Hospitals NHS Foundation Trust and University Hospitals of Morecambe Bay NHS Foundation Trust, as well as local NHS leaders, members of parliament and local councils, health and social care colleagues. Lord Markham saw first-hand the challenges of working in and being cared for in some of the current buildings. Conversations also explored what the rebuilds of Royal Preston Hospital and Royal Lancaster Infirmary could mean for those who access these facilities, including improving the working lives of staff and enabling patients to access outstanding care in new state-of-the-art hospital facilities.

You can read the full story on the Intranet [here](#). This story reflects our aim of working in partnership which is one of our four areas of focus for 2023/2024.

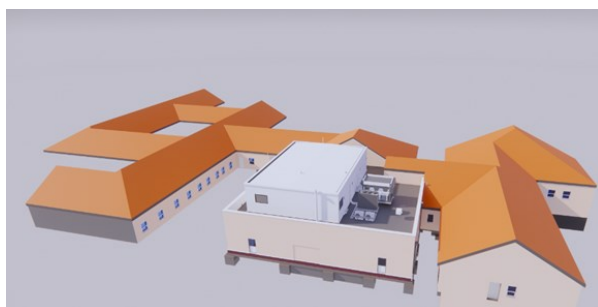


New £8.6million Community Diagnostic Centre at Westmorland General Hospital set to enhance patient care

Patients, local people and staff are set to benefit from a new £8.6million Community Diagnostic Centre (CDC) which is under construction at Westmorland General Hospital (WGH) in Kendal.

The aim of the new centre is to ensure that patients who need diagnostic tests will be seen sooner and in a vastly improved environment. It will add to the number of diagnostic tests available, making it quicker and easier for patients to access potentially life-saving tests for a wide range of conditions.

The new centre has been supported by National Community Diagnostic Centre funding to improve and increase diagnostic services at WGH over a three-year period. You can read the full story at the UHMBT website [here](#). This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.



[Click here to find out more about our areas of focus 23/24](#)



Chief Nursing Officer launches new listening forum: Time for You

I am absolutely delighted to launch Time for You a new listening forum for our nurses, midwives and Allied Health Professionals of all bands including Clinical Support Workers.

Time for You is a safe and confidential space to meet with me and members of my senior team. It will allow colleagues to have an open, relaxed and honest discussion about what does and doesn't work in their areas.

I am keen to hear what is important to colleagues, what could be better and suggestions for improvements.

Time for You will run every second month, alternating across our main sites. Attendance will be face-to-face only.



Monday 2 October 2023	RLI Lecture Theatre	3.30pm – 4.30pm
Thursday 30 November 2023	FGH Lecture Theatre	1pm – 2pm
Tuesday 16 January 2024	WGH Executive Boardroom	1pm – 2pm
Thursday 21 March 2024	FGH Teaching Room 2	12.30pm – 1.30pm
Thursday 9 May 2024	RLI Lecture Theatre	9am – 10am
Thursday 18 July 2024	FGH Teaching Room 2	12.30pm – 1.30pm
Tuesday 17 September 2024	WGH Executive Boardroom	1pm – 2pm
Thursday 7 November 2024	FGH Lecture Theatre	9am – 10am

I look forward to meeting colleagues and hearing their suggestions on how we can improve further and continue to make the Trust a great place to be cared for and a great place to work.

Tabetha Darmon

Chief Nursing Officer

This story reflects our aim to create the culture and conditions for our colleagues to be the very best they can be which is one of our four areas of focus for 2023/2024.

August's Team Talk is out now!

Our monthly Team Talk presentation was held on Tuesday 15 August via MS Teams. Thank you to everyone who joined the session. The recording and presentation slides are now available on the [Communications intranet site](#). This story reflects our aim to create the culture and conditions for our colleagues to be the very best they can be which is one of our four areas of focus for 2023/2024.



Post-Op Patient Initiated Follow Up (PIFU) pathway at UHMBT

Starting in August 2023, the Trust is testing out a new pathway in colorectal and general surgery, where we offer patients the opportunity to use a patient initiated follow up appointment instead of giving them a routine follow up.

Patients are given clear information about the type of symptoms to look out for or if they are worried, they can contact us if they need to be seen. By using this pathway instead of routinely giving out follow up appointments means that only patients who need to be seen as a follow up are -and those who do not need to attend for an appointment don't.

This process is currently used in many specialities in their outpatients and is part of the NHS Personalised Care agenda [NHS England » Personalised care](#). As part of the pilot, we will be running a patient experience survey – the results will be shared on our PIFU website. Using this we aim to understand more the identified benefits for patients –

Patient experience – what will they expect?

- A good level of understanding of PIFU
- Benefits of PIFU for them
- Decisions to transfer to PIFU or not
- Shared decision making
- PIFU plan and information – understandable, accessible
- Confidence in managing their own condition



Learn more about our PIFU work here - [Patient Initiated Follow-Up \(PIFU\) :: University Hospitals of Morecambe Bay NHS Foundation Trust \(uhmb.nhs.uk\)](#). This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.

Carnforth Musculoskeletal (MSK) Physiotherapy Team move back to Carnforth Clinic

The Carnforth Musculoskeletal (MSK) Physiotherapy Team has opened the doors of their new clinic space at Carnforth Clinic. The team is now based in the newly renovated former Group Room of the clinic.

The team were previously based at Carnforth Clinic for many years but had to move out in spring 2021, to make space for the Covid Vaccination Programme. The team was moved to Ward 2 at Westmorland General Hospital, which proved financially and physically difficult for many patients and colleagues, who had to travel to the site from Carnforth and surrounding areas.

Jennifer Dewar, Clinical Team Leader, with the support of Barry Rigg, Head of Patient Experience, presented a patient story to UHMBT Trust Board which supported the case for funding for a new clinic space in Carnforth Clinic.

Jennifer said: "The whole team and all of our patients are very happy that we have been able to bring our service back home to Carnforth Clinic. It is wonderful that we are once again able to provide MSK Physiotherapy care to the population of Carnforth from within their community, making access to our service much easier." This story reflects our aim to make the best use of our financial and physical resources which is one of our four areas of focus for 2023/2024.



David and Debbie to take on Iron Will Challenge

David Webster, Resuscitation Practice Educator, and Debbie Brady, Practice Education Facilitator, are taking on an 'Iron Will Challenge' over three days from Thursday 31 August.

The challenge is organised by a local family from Crooklands, whose son Will 14, has Duchene's Muscular Dystrophy (DMD). This incredible family gather a group of friends and family every other year to take on a new challenge to raise money to support research into DMD, a muscle-wasting disease, for which there is currently no cure.

This year the family have concocted an 'Iron Will Challenge', an Iron Man distance triathlon that will be completed over three days, a 2.4-mile swim, 112-mile cycle and 26.2-mile run.

David and Debbie have been training hard, completing park runs, cycling up hills, swimming in cold lakes and eating cake! The challenge brings together a diverse group of people, from across the country who have links with the family and show support by taking on the challenge and raising some money so that in future there will be a cure for this life-limiting disease. Find out more information and how to support David and Debbie [here](#).



A GP's experiences of supporting Long COVID patients

North Lancashire GP Dr Susie Hartley has spoken of her experiences of supporting patients with Long COVID.

Dr Hartley, of Morecambe and Heysham-based Bay Medical Group, said: "The challenge with Long COVID is that there is a lot of variation in the way patients present with the condition. Many have pre-existing long-term conditions that have been exacerbated by COVID. A lot of patients who have Long COVID also have other conditions like fibromyalgia, chronic fatigue syndrome, and mental health conditions.

"Lots of patients say their smell and taste just hasn't come back after a COVID infection. Some of them say that they get a burnt plastic smell – that's what a lot of them seem to be describing. Other patients come in with something else – illnesses like chest infections or coughs – and they'll say they've never been right since they had COVID.

"Vaccination has definitely made a difference to the severity of people's symptoms, but we still have people with long-term effects of COVID. Often we find that that they come and go as their symptoms improve and then worsen again." Find out more on the Intranet [here](#). This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.



Staff parking update: Second car and courtesy car

Please can all colleagues be reminded that if you wish to use a courtesy car or a second car that is not on the database, you must notify General Office or email the carparkpolicyqanda@mbht.nhs.uk mailbox before the beginning of your shift to change vehicle details. Failure to do so will mean your car will not be recognised and may result in a PCN being issued. Thank you for your co-operation.

August theatre club offers for UHMBT

The UHMBT theatre club page, featuring all the promotions, can be found here:

[University Hospitals Of Morecambe Bay NHS Foundation Trust Theatre Club | West End Theatre](#)



Research and Development team invite colleagues to take part in study

Loneliness and social isolation can affect people of all ages and from all walks of life. The Measuring Loneliness (INTERACT) study aims to map loneliness at borough and city level to highlight the scale of the issue and help decision makers consider new ways to support individuals who are lonely, feeling socially isolated and who may be suffering in silence. The study is open to all colleagues and takes the format of a survey and takes around ten minutes to complete.

Nicola Mackenzie, Clinical Trials Admin Manager, said: "The Research and Development team is supporting INTERACT, which aims to investigate the prevalence of social isolation and loneliness across the population. People suffering from isolation and loneliness are very difficult to identify and this study can help provide a better picture and increase support across the country."

The study is being conducted by Imperial College London. Participants should use the postcode LA1 4RP when completing the survey, to ensure it is registered correctly. The survey can be accessed here - https://imperial.eu.qualtrics.com/jfe/form/SV_9ZurFH95LUx3OWa This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.

Talent Management Programme for ethnically diverse aspirant leaders

The Trust has committed to providing a positive action development programme specifically for aspirant leaders from ethnically diverse backgrounds. The key outcomes of the programme will be to:

Explore enablers for success and what the blockers to BAME progression might be

- Identify individual leadership strengths and potential 'fatal flaws'
- Develop crucial interpersonal skills for leaders, including communication and presentation fundamentals, emotional intelligence, productive conversations (including tasking, coaching, wellbeing, and performance improvement), and building effective teams
- Provide a safe and supportive forum and learning community in which to craft authentic leadership styles and approaches
- Enable participants to reflect on their learning and translate it to their own working environments, including action planning for personal change
- Inspire participants to fulfil their potential as leaders.



This programme is aimed specifically at Black, Asian and Ethnic Minority colleagues to address current disparities in career progression for colleagues from minority ethnic backgrounds within the Trust. The programme comprises a series of six half-day workshops which can be viewed [on this link](#). This story reflects our aim to create the culture and conditions for our colleagues to be the very best they can be which is one of our four areas of focus for 2023/2024.

Coming soon to your area

[Look Good Feel Better](#) is launching face-to-face skincare and makeup workshops in your area. These sessions can help you manage the physical side effects of your cancer treatment, including skin changes, eyebrow loss, eyelash loss and makeup techniques. They also offer an opportunity to meet others in a similar position whilst providing advice from beauty industry experts.

The next session is Thursday 28 September at the Alfred Barrow Centre, Barrow-in-Furness, from 11am to 1pm. If you are interested in attending a workshop of this nature please call 01524519578/07972639424 for more information or to book a place.



Take Over Day – Monday 23 October

The Integrated Children's Nursing and Therapy Team is looking for nominations of young people who are service users to take part in Take Over Day on Monday 23 October. The young people would have the opportunity to shadow colleagues for the afternoon.

The team is also looking for colleagues from the adult care groups and WACs to volunteer to be shadowed by a young person. The aim of the day is:

- To raise awareness of the needs of young people in the UHMBT
- Give young people the experience of what happens in the Trust outside of children's services
- Importantly get ideas and feedback from young people about our services and help improve the quality
- Encourage young people who are experts by experience to have future careers in UHMBT

If you have any queries, please contact Val Baxter, Transition Coordinator, on val.baxter@mbht.nhs.uk. *This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.*

Digital Drop-In

The I3 team are looking at ways to increase and improve our support services to wards and departments. Our next digital drop-in will be held at WGH on Wednesday 30 August. We will be situated:

- Level 1 Lift area 10am-11am
- Level 2 Lift area 11am-12pm
- Level 3 Lift area 2pm-3pm

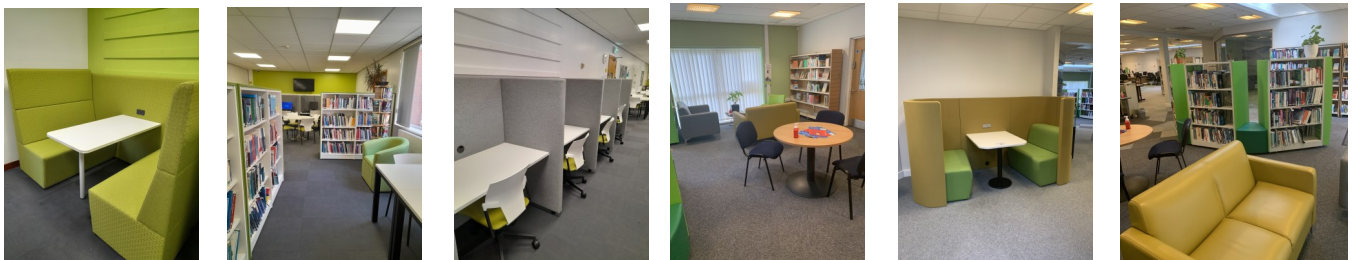
Just come along and see us and we can help with:

Logging tickets with Service Desk, using Self Service Portal; Accessing systems; Troubleshooting; General Electronic Patient Record (EPR) hints and tips; Answering any queries; Improving digital awareness

Even if you don't have a query or concern, come and see us and we can update you on future plans and improvements. We are also ready to listen to your ideas for innovation and improvement to help you fulfil your roles effectively. Looking forward to seeing you. *This story reflects our aim to create the culture and conditions for our colleagues to be the very best they can be which is one of our four areas of focus for 2023/2024.*

Refurbished library spaces at RLI and FGH

We would like to make colleagues aware of their newly-refurbished library spaces at both RLI and FGH following a successful Health Education England funding bid. Users have been really pleased to see the improved workspaces and extra booths and we've also refined our collection of e-Books. The space is here 24/7 for everyone. *This story reflects our aim to make the best use of our financial and physical resources which is one of our four areas of focus for 2023/2024.*



Been asked to deliver a Quality Improvement Project? Need to do one for a professional course?

Read on to find out how to go about it.

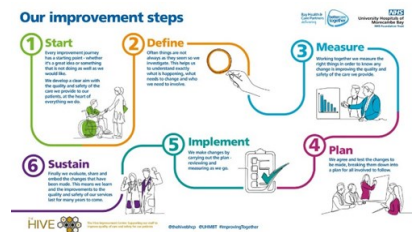
Wherever you work in the Trust, taking a quality improvement approach to any change is clearly beneficial to our patients, colleagues, department, and the organisation. In addition, this can also benefit your professional development, especially if you are undertaking an external course. Trainee positions, clinical revalidation, and many university courses our colleagues undertake have a requirement to carry out a Quality Improvement Project (QIP) in the workplace, e.g., MSC in Advanced Clinical Practice and PGDip Leadership Practice.

For some clinical colleagues, the requirement for a QIP has now replaced, or been combined with, the need to undertake a clinical audit (which helps us to understand if we are meeting standards and identify if we need to improve them). If you're unsure of the difference between a QIP and a clinical audit, and their interaction, see the [guidance on the 3 approaches \(Audit, Research, QI\) to improving healthcare at UHMBT](#).

If this is a requirement for you, or you have been asked to undertake a QIP by your manager or department, we have a new page on The Improvement Centre intranet site to help you - [Quality Improvement Projects](#)

Here you can find out:

- How to register and record your QIP and manage its progress in the [AMaT system's Quality Improvement Project Module](#) and provide you with a report and certificate when you complete your project that you can use as evidence.
- How to manage your QIP through the 6-Steps to Improvement, the Trust's framework for undertaking improvements.
- Training and support on offer for those making improvements - the latest QSIR Virtual training cohort is due to start on Monday 25 September, [express your interest](#) for more info.
- The tools and resources to help you in every step of your improvement journey, and
- Support for sharing and celebrating your improvement learning and achievements.



For areas who want to improve, it's good to know there are colleagues that have a requirement to undertake a QIP for professional development – seek them out and improve together! It's a Win-Win! If Quality Improvement is new to you, join in on one of the monthly **Introduction to Improvement** one-hour virtual sessions where you can find out more. Book a date of your choice on your Training Management System (TMS) record. **This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.**

ICS Costing Grand Round

The costing teams across the ICS are holding a Grand Round session on MS Teams on Thursday 7 September from 12pm-1pm. Dr Paul Buss, Director of Clinical Strategy at Powys Teaching Health Board, will open the session. Dr Buss is passionate about innovation, creating clinical-value and sustainability. He will explore some of the ways in which finance and clinicians can work together in order to achieve positive outcomes for patients.

The costing teams will provide an overview of Patient Level Costing and will introduce their award-winning ICS costing dashboard. The tool combines patient level data from across the Lancashire and South Cumbria healthcare system and supports the identification of opportunities for service change and improvement. The session is open to all clinical staff and operational colleagues. If you would like to take part, please join at the Teams link: [Click here to join the meeting](#).

Meeting ID: 374 712 696 811 Passcode: 4v5gx



Reminder: Colleagues should not share patient information and data on WhatsApp

Following the recent case of NHS Lanarkshire, we would like to remind colleagues not to share patient information and data over WhatsApp. More information about the case can be found below:

ICO reprimands NHS Lanarkshire for sharing patient data

The ICO [issued a reprimand to NHS Lanarkshire, following the unauthorised use of WhatsApp by staff to share patients' personal data](#) over a two-year period.

Between April 2020 and April 2022, 26 staff at NHS Lanarkshire had access to a WhatsApp group where patient data was entered on more than 500 occasions, including names, phone numbers and addresses. Members of the group also shared images, videos and screenshots, which included clinical information.

WhatsApp was made available for communicating basic information only at the start of the pandemic but was not approved by NHS Lanarkshire for processing patient data and was adopted by staff without the organisation's knowledge.

A non-staff member was also added to the WhatsApp group in error, resulting in the inappropriate disclosure of personal information to an unauthorised individual. Once NHS Lanarkshire became aware, it reported the incident to the ICO.

The ICO's investigation concluded that NHS Lanarkshire did not have the appropriate policies, clear guidance and processes in place when WhatsApp was made available to download. For example, there was no assessment of the potential risks relating to sharing patient data in this way. **This story reflects our aim to deliver outstanding care and experience which is one of our four areas of focus for 2023/2024.**



Photo of the Week



This week's photo of the week was sent in by Gail Gaffney - 'My granddaughter Florence's guinea pigs, Bingo and Roly, named after Hey Duggee and Bluey characters. They make wonderful pets and are so entertaining, they love running around in their exercise pod and eating their greens!'

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 18 August

4 2 4 1 9 2

Play the Bay Hospitals Charity Lottery online now!

Visit www.bayhospitalscharity.org/lottery/

and help make a lotto difference across Morecambe Bay Hospitals.

