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Staff **Engagement Special**















Staff Engagement Special... Staff Survey: ELHT in top 20%, Meet our Staff Guardian, Flu Fighter Champions, Employee of the Month

Also in this issue... Vascular Centre Open for Business, Jennifer's Helping Hands, A Day in the Life of..., Critical Care Award, Love in the Fracture Clinic... and much more

Letter from the Chief Executive



Welcome to a special 'Staff Engagement' edition of Our Trust Your News, filled with all the good work you've been doing in recent months

First off, I was amazed to read about one of the Vascular and Endovascular Surgeons we have at the Trust. A few bits of info about them; they skied on the European Tour for two years whilst living in France, have helped to launch the vascular centre and new vascular website and they are currently studying the SCUBA diving manual for their open water license. Look on Page 5 to find out who it is, but I want to know where they get the time!

It's always good to read about the latest developments within the Trust, specifically around PLACE, as these assessments are a great way to benchmark patient expectations and how we are meeting them. Patients seem happy in our Trust but that hasn't stopped our development, as work is done to improve our sites, through refurbishment and renovation projects, and patient experience, through the introduction of secure drawers (pages 3 and 4)

I want to thank everyone who completed the NHS Annual Staff Survey and this year's results are highly encouraging. ELHT scored better than the national average in many areas with improved ratings when compared to previous surveys; evidence that together we continue make good progress.

Finally, this is the last edition of the staff newsletter before Easter so a massive thank you to everybody who will be working over the Easter weekend

Best Wishes





The Trust has been working hard to ensure that patient feedback is acted upon. As part of the Patient-led Assessments of the Care Environment (PLACE) that took place between March and June last year, a number of changes are being implemented.

One of the biggest is to the safety of patient valuables, with secure drawers being trialled across the Trust. Patients on specific wards have the option to store their personal possessions within a secure drawer - which only they have access to!

The recent trial means the Trust is one of the first in the country to offer secure drawers to patients.

"It's very exciting that we are able to offer even better care to our patients through the installation of secure bedside lockers," says Director of Nursing, Christine Pearson. "This is something patients more and more Hospitals offer and I'm very proud we can offer better security for the benefit of our patients."



lan Turner, Estates Supervisor, has recently led a variety of improvements across multiple Trust sites. These improvements were a part of the Patient Led Assessment of the Care Environment (PLACE).

Resulting from the assessment, various areas within the Trust were highlighted as needing improvements. Ian set to work and began renovations, amongst the work were the improvements to the roof terrace at Pendle and a coat of paint to the hand rails at Accrington (pictured).

The other work carried out included:

- Pendle Community Hospital Entrance
- Flooring, Lighting, Ceiling and Handrail work at Pendle
- X-ray and Physiotherapy signage and flooring Pendle
- Baby changing facilities BGH
- Refurb of toilets at BGH canteen

Much of the work has been completed over the last few months but there are still some finishing touches to be added in the near future. Name: Mark O'Donnell

Job Title: Consultant Vascular and Endovascular Surgeon.

Best thing about your job?: Being able to provide an efficient specialist service in a centre of excellence. To complement my operative skills, I am fortunate to be able to also offer endovascular procedures as well in the angio suite. One of key factors in choosing the Cumbria and Lancashire Vascular and Endovascular Centre has been through the pioneering work of Rob Salaman in encouraging the collaboration between vascular surgeons and supportive interventional radiologists to facilitate and promote the development of true endovascular specialists in our new hybrid theatre. I am also privileged to be a member of the Diabetic LASER (Limbs At Serious Risk) team with a key strategy for early identification of patients with limb threatening disease and I truly believe Mr Jim Barrie, Dr

What do you enjoy outside of work? Getting back into competitive football with my theatre team-mates.

Jill Lomax, Mr Carl Kenright, Mr Ravi Goel

and I can make a difference with significant reductions in limb amoutation in the Trust.

Malcolm Littlely, Ms Sue Kenny, Ms

What are you doing next weekend? I commute regularly back to Belfast when not on-call to see my twin sons and will be testing our new Cumbria and Lancashire Vascular and Endovascular Centre webpage which will be released in April 2016 - Please look out for our video presentation and other important information.

What did you want to do as a child?

Play for the greatest football team in the world which we all know is Liverpool. My other passion was ski racing where I was fortunate to compete on the European Tour for two years many years ago whilst residing in France.

A Day in the Life of... Mark O'Donnell What is your favourite food?
My mum's fishcakes

What is your favourite film and TV? Rocky 4 and Band of Brothers.

Read any good books lately? "Unbroken" and recently had to read the PADI Scuba Diving manual for my open water licence.

Do you have a favourite sports team? The Red Army –

Who is your favourite band/musician? DJ Tiesto.

What one thing would you do to improve the NHS? Self-determination for our own clinical destination within the health service and improved support of all healthcare team members particular our junior doctors and their current challenges.

Best piece of advice you've been given? Always place the patient at the foremost of you clinical intention and always have a plan A, B and C for every operative case to allay stress and fears if unexpected complications occur in the operating room.



Trust Vascular Centre Open For Business

The Trust has recently opened its vascular centre, comprising an 18-bedded ward and a one-stop diagnostic service which allows specialist investigations to be performed at the same time as a specialist consultation.

The centre provides specialised nursing and post-operative care to patients and offers both an emergency and elective service thanks to the resources of highly trained vascular surgeons, interventional radiologists and a full medical and nursing support team

The ward sits alongside a refurbished operating theatre which combines x-ray and surgical operating equipment.

This ultra-modern facility is known as a "hybrid theatre" and it enables the team at Blackburn to offer the best of open surgical and minimally invasive radiological procedures at the same time.

Mr Rob Salaman, Consultant Vascular and Endovascular Surgeon and Vascular Lead for the Trust, said: "This really is a significant development for the Trust. It enables us to offer up to date, high quality care in a timely fashion for patients in East Lancashire and beyond.

"I'd like to thank the Trust Board for supporting us to reach this stage and all the staff and patients for their support in helping us develop this first class service."



Our laundry service has recently been filmed for a video designed to educate staff about the services they provide.

In the video, Laundry Assistants Janet Walton and Rafiq Master explain how they can work with the wards to run a seamless service that ensures patients and wards have the clean linen they need.

The film's important messages include:

- Return all linen, pyjamas and nightdresses to Laundry, even if heavily soiled or contaminated
- Please check linen for personal items such as false teeth, cards and cash – not to mention sharps such as scissors and tweezers
- Please do not overload bags as this makes lifting them incredibly difficult for Laundry staff and yourselves.

Mandatory training is moving with the times!

In response to staff feedback, the Trust is streamlining its mandatory training provision. On 1 April 2016 a new UK Core Skills Training programme will be introduced which will include a suite of e-Learning modules and knowledge assessments on the Learning Hub.

Get Ready!

On 1 April, the current Core Mandatory Training information, advice and guidance book and video will be withdrawn from use.

From that date, staff will be able to identify the Core Skills Training they must complete and at what level by consulting their Required Learning profile on the Learning Hub.

In advance, you can check your Required Learning profile now and get up to date with the Trust's current mandatory training requirements prior to April. Click <u>here</u> to read our Core Skills Training Frequently Asked Questions.

Staff will be able to access the following new Core Skills e-Learning modules and knowledge assessments on the Learning Hub:

- Fire
- Health and Safety
- Infection Control
- Safeguarding Adults
- Safeguarding Children

- Equality and Diversity
- Safer Handling
- Information Governance
- Conflict Resolution

After 31 March 2016, you will no longer be able to use the Core Mandatory Training book and video to update your training!



Over 2,500 members of staff completed this year's survey and the results demonstrate that the Trust scored better than the national average in many areas.

Within the feedback received there were key positives that staff picked out, some of which are:

- Patient and service user feedback is effectively used
- There is effective team working across the Trust
- Staff feel confident and secure to report unsafe clinical practice
- There is good communication between senior management and themselves
- Staff would recommend the Trust as a place to be treated or work to friends or family

The feedback received means the Trust is one of the top Acute Trusts in the country. Out of

the 32 areas surveyed the Trust is in the top 20% in 12 areas, better than average in 13 and average in 4 areas, with just 3 areas seen as below average.

Kevin McGee said: "I am extremely pleased with the results of the latest survey which shows that as an organisation we value our most important asset – our staff.

"We should not get complacent as there is more we can do, but this is extremely encouraging and we should be very proud of all the hard work which has helped improve our results. Congratulations to you all."

ELHT SCORES IN 32 SURVEY AREAS

Best 20% in England	12 areas
Better than average	13 areas
Average	4 areas
Below average	3 areas



Staff Guardian Appointment



The Trust has appointed Lynne Barton as its first Staff Guardian to speak up for staff who raise concerns.

Lynne brings a wealth of experience to the Staff Guardian role having over 40 years' service in the NHS and holding several senior management posts during a long career with the Trust and other NHS organisations.

Lynne said: "I've had a great career and worked with some fantastic people over the years. Staff are our greatest asset and to be given this opportunity to develop this new role as Staff Guardian is very rewarding."

In September 2015, the Trust became only the 3rd NHS Trust in the country to appoint to the influential Staff Guardian

position, an initiative subsequently followed by 20 other NHS Trusts.

Kevin McGee said: "Lynne has been a respected member of staff for more than 20 years and I am delighted that she will be the Trust's first Staff Guardian.

"As Staff Guardian, Lynne will strive to ensure that this is common practice right across the Trust. By working with staff at all levels she will contribute to the change in culture that is needed."

If you have a concern and need to speak to Lynne her email address is Lynne.Barton@elht.nhs.uk

If you would like to speak to her in person she is based on the second floor of Park View offices, RBH. Trust Staff are Flu Fighter Champions

Well done to everybody that has had their flu jab, the Trust is currently the number one rated Acute Trust in the country for staff uptake of flu vaccinations.

This is an incredible

achievement, especially for a Trust the size of ours.

Staff within the Trust have really shown their commitment to patient safety with over 83% of us receiving the flu vaccination, giving the Trust its highest uptake rate of the staff flu vaccination ever.

Dr lan Stanley said: "This is a really important campaign for the Trust as flu is common in winter and can be spread easily in crowded areas, such as in hospitals, unless the correct precautions are taken. It was great to see that staff understood the risks and were willing to be vaccinated. Last year our uptake was 80.1% and to top this by so much is really exceptional."

Sister Jean Crossland (pictured above) from the Occupational Health team has been shortlisted in the category of 'Flu Fighter Champion' at the national Flu Fighter awards which will be announced in Leeds on 22nd March. Jean, who retired at the end of February, has been shortlisted for her commitment and dedication to improving flu vaccination uptake in the organisation. She has had a significant impact on this year's campaign and shown innovation and tenacity in promoting, delivering and supporting the flu vaccination campaign to colleagues. We will miss her during next year's Flu Fighter campaign!

Staff

Engagement

Special





The Employee of the Month award for February has been given to... Noorjhan Haferjee.

Noorihan has worked at the Trust for four years and in that time become an important and valued member of her team. She works effortlessly to ensure the Transport team's environment is kept clean.

Noorjhan's manager Paula Taylorson believes that the support the team gives to the patients of the Trust has a lot to do with Noorjhan's hard work as it has cut down absence records

Congratulations Noorjhan on being named our February Employee of the Month!

If you know somebody that has gone the extra mile or deserves to be recognised for their hard work and commitment to the Trust's values then send a completed application form to: engagementteamoffice@elht.nhs.uk

Your Trust, Your Opinions

Staff **Engagement Special**

Before the end of April you have the chance to put forward your thoughts and ideas about your Trust as the Staff Engagement team bring the NHS Staff Survey onto the shop floor.

Staff Survey Managers Workshops are being held starting 16th March before 'rank and file' staff have their say as the 'Big Conversations' kick off on the 22nd.

Staff Survey Managers Workshops

Date	Room	Time	Site	Division and Divisional Co-ordinators
Wednesday 16 March	Sem 4	9am - 10.30am	Royal Blackburn Hospital (40 places)	SAS - Kelly Kakoullis
Wednesday 16 March	Sem 4	11am - 12.30pm	Royal Blackburn Hospital (40 places)	Family Care - Kath Connor
Wednesday 16 March	Sem 4	2pm - 3.30pm	Royal Blackburn Hospital (40 places)	DCS - Waheeda Patel/Lynne Maeer
Thursday 17 March	Sem 9	9am - 10.30am	Royal Blackburn Hospital (23 places)	ICG - Tina Rushton
Thursday 17 March	Sem 9	11am - 12.30pm	Royal Blackburn Hospital (23 places)	E&F - Jeanette Barton
Thursday 17 March	Sem 9	2pm - 3.30pm	Royal Blackburn Hospital (23 places)	Corporate - Lynne Waddicor

Big Conversation Dates

Date	Room	Time	Division
Tuesday 22 March	Seminar Room 4 RBH	9am – 11am	Family Care
Tuesday 22 March	Seminar Room 4 RBH	2pm – 4pm	E&F
Wednesday 23 March	Lounge area Mackenzie Centre BGH	9am — 11am	ICG
Wednesday 23 March	Lounge area Mackenzie Centre BGH	2pm – 4pm	30 places
Tuesday 29 March	Seminar Room 3 RBH	9am — 11am	Finance
Wednesday 30 March	Seminar Room 4 RBH	9am — 11am	Informatics
Friday 1 April	Seminar Room 4 RBH	9am — 11am	ICG
Friday 1 April	Seminar Room 4 RBH	2pm – 4pm	SAS
Tuesday 5 April	Lounge area Mackenzie Centre BGH	9am — 11am	SAS
Tuesday 5 April	Lounge area Mackenzie Centre BGH	2pm – 4pm	Family Care
Friday 8 April	Seminar Room 3 RBH	9am — 11am	DCS
Wednesday 13 April	Seminar Room 3 RBH	9am — 11am	HR/OD
Friday 15 April	Seminar Room 5 RBH	9am — 11am	Research & Development
Wednesday 20th April	Seminar Room 4 RBH	9am — 11am	Governance
Friday 22nd April	Seminar Room 4 RBH	9am – 11am	Informatics
Friday 22nd April	Seminar Room 4 RBH	1pm – 3pm	HR/OD



A well-loved BGH nurse was given an emotional send-off after more than 40 years' service to the NHS

Flaine Lewis has worked for FLHT since 1983, starting as a part time Enrolled Nurse working night duty on the Acute Unit and A&E at Rossendale Hospital.

After completing her RGN training and becoming a 'D' grade Staff Nurse, in 1994 Elaine was upgraded to an 'E' grade Registered General Nurse based at Burnley General Hospital, becoming an Emergency Nurse Practitioner in 2005, a vital role she performed with dedication and distinction until her retirement

"Elaine was a pleasure to work with, she always came into work with a smile on her face," says her friend and colleague, Matron Julie Kay. "Elaine's dedication and commitment was first class and she will be missed by all her colleagues and patients at BGH."

Reflecting on her time in East Lancashire as an enjoyable experience, Elaine said: "I am looking forward to the next chapter of my life but I will miss being a part of the hospital community and the people I came into contact with every day."

Pictured: Elaine Lewis (centre, red hair) surrounded by colleagues at her retirement lunch

Bon Voyage, Chris

Estates Officer Chris Redmond, who worked at the Trust for 40 years, left ELHT in January for a well-deserved and happy retirement.

Chris held many roles within the organisation and was an integral part of the estates team.

Pictured: Chris Redmond (centre) celebrates his retirement with Head of Estates Jimmy Maguire and Head of Facilities Sue Chapman





ELHT: Making the Headlines

It's been a busy month in the Trust for all our media stars who have been filmed in their areas of work for Sky News, BBC Inside Out, Granada Reports and by the Royal College of Physicians for a film to be shown at the annual conference in March showcasing our work as a development site for the Future Hospital's programme.

Pictured clockwise from top left:

- Specialist Nurse Organ Donation Angie Ditchfield on camera with ITV Granada Reports' Victoria Grimes

- Dr Nina Taheri interviewed by Sky News' Frazer Maude
- Dr John Dean went on camera for a Royal College of Physicians 'Future Hospitals' film
- Grace joined BBC North West Tonight Tiffin 'on the red sofa'

Patients and visitors at the Royal Blackburn Hospital have an enterprising member of staff to thank for a new initiative which brings improved care and patient experience to some of the hospital's busiest wards.

The brainchild of Patient Experience Officer Jennifer O'Malley, the 'Helping Hands' initiative has recruited over 40 office staff to volunteer up to 3 hours a week in support of front line staff at times of increased pressure and demand.

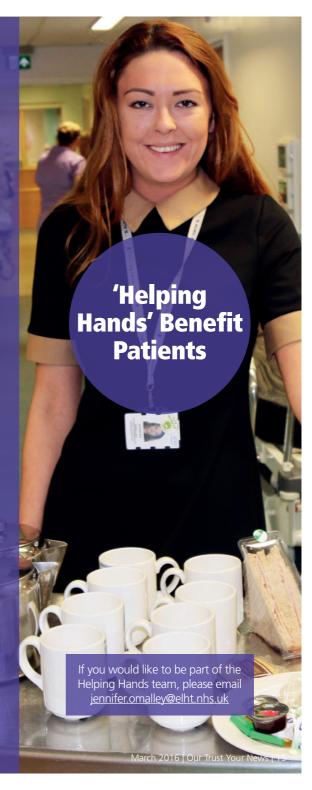
The extra help was so well received by the Wards that Jennifer decided to recruit a small army of volunteers willing to give a couple of hours of their working week to support the Trust in times of increased demand.

'Helping Hands' volunteers have spent dozens of hours on hospital wards, particularly in the Emergency Department where patients and their family and friends are often very grateful to be offered a hot drink and sandwich.

"Helping Hands volunteers enjoy getting out into the 'real world' and seeing first-hand what goes on in our Wards and Departments day-to-day, as well gaining some great experience, they find it very rewarding and love the opportunity to put patients first and help us provide safe, personal and effective care for all." Jennifer O'Malley

"Last winter was a particularly difficult period as the Trust struggled to cope with demand.

We recognised that members of staff who do not directly provide patient care can use their skills to support Wards by answering phones, handing out meals, making cups of tea and other simple duties. This in turn frees up the Ward staff to focus on providing nursing care." Meg Davey, Head of Patient Experience



Enhanced Post-Op Support for Hip and Knee Patients

Patients undergoing hip or knee replacement surgery at Burnley General Hospital are able to benefit from

improved post-surgery care following the appointment of Advanced Nurse Practitioners.

Heather Robinson trained at the University of Central Lancashire (UCLAN) and has over 15 years nursing experience. She worked in Orthopaedics at the old Blackburn Royal Infirmary and more recently since completing her Advanced Nurse Practitioner training, across the trust on both the Royal Blackburn and Burnley sites.

Heather said: "We understand that the period after discharge from hospital can be an anxious time for patients who are recovering from a knee or hip replacement operation."

"In addition to arrangements for patients to be seen by the district / practice nurses for wound management, patients can now contact the Advanced Nurse Practitioner if they have any other problems or concerns."

Contact: Advanced Nurse Practitioners' Secretary on 01282 804036 between the hours of 8:30 am and 5:00 pm or leave a

Pictured: Advanced Nurse Practitioner Heather

'Love Hearts' take away the pain on Valentine's Day

Love was all around at the Royal Blackburn Hospital Fracture Clinic on Valentine's Day as patients were treated with a special 'love hearts' plaster cast cover.

The extra special protection helps patients, especially younger fracture clinic visitors, take their mind off the pain of a broken arm or

"Fractured arms and wrists are placed in a plaster cast to make sure that the wrist is kept still while the fracture heals," explains Sister Linda Clements

"The 'love hearts' cast cover is hugely popular and helps patients by taking their mind off their broken bone."

"What better time than Valentine's Day to



share the love with our special 'love heart' plaster," adds Sister Clements. "But if you fall head over heels on Valentine's Day, be careful not to break any bones!"

Pictured: Rhys Frayne has his 'love heart' plaster cast cover fitted by Orthopaedic Technician, Mandy Kayley



Trust was showcased at a recent schools event for Year 10 and 11 pupils.

Staff from several departments, including physiotherapy, pathology, radiology (x-ray) and infection control, talked with pupils about their

Gillian Cairns, Education and Workforce Lead, said: "The aim of the day was to showcase the NHS to our future workforce, offer advice and guidance for their career development to hopefully join our NHS 'family'."

Schools participating in the event at the Royal Blackburn Hospital included Blackburn Central High School, St Wilfrid's Church of England Academy, Al-Islah High School, Blessed Trinity Roman Catholic College, Ribblesdale High School and St Christopher's Church of England High School.

Pupils had the chance to identify bacteria using laboratory microscopes, try out physiotherapy equipment, meet a junior doctor and learn more about a career as an x-ray technician.



X-ray services at ELHT have been boosted following the arrival of two state-of-the-art machines now benefitting patients at Burnley General and the Royal Blackburn.

The new equipment produces the highest quality digital images much more quickly available for radiology staff and consultant radiologists to view within seconds.

"We chose the new machines from Agfa Healthcare for numerous reasons," says Carol Wood, Radiology Clinical Services Manager.

"The image quality is excellent and the unit has a large clear screen to view and process the images. In addition, the equipment is fully mobile and this has proved particularly beneficial on wards including the Critical Care Unit and Neonatal Intensive Care Unit." Designed for mobile use, the new x-ray technology are the Trust's first mobile direct radiography machines and ideal for the least mobile patients. They deliver instant highquality image capture and immediate image validation, right at the bedside.

"The new machines increase the efficiency of our service as well as the quality of care received by our patients," adds Carol.

Pictured: (left to right) David Wright (Agfa HealthCare), Carol Wood (Radiology Clinical Service Manager), David O'Brien (Radiology Directorate Manager), Moira Rawcliffe (Radiology Operations Manager), Rebecca Barnes (Department Manager), Lyndsay Couch (Department Manager) and Katrina Wakes (Senior Radiographer).



Sepsis research earns success at Critical Care Awards

A multi-disciplinary team from the Critical Care Unit at the Royal Blackburn Hospital have triumphed at the Lancashire and South Cumbria Critical Care Network Awards for a breakthrough in the treatment of sepsis patients.

The team, led by Critical Care Consultants Dr Justin Roberts and Dr Paul Dean. received the Sarah Brookfield Award in recognition of their successful research to improve the effectiveness of sepsis

"We're delighted to receive this award on behalf of the multidisciplinary team," South Cumbria Critical Care Network do fantastic work which benefits some of the region's most seriously ill patients. To receive this prestigious award is high praise indeed and a just reward for the efforts of the Critical Care Unit team."

By looking closely at the antibiotics given to sepsis patients, the Trust team were able to adjust the frequency of medication to ensure it was more effective and brought maximum benefit to patients.

"Sepsis is a potentially deadly medical condition caused by severe infection. The key to increasing the chances of survival is early and effective treatment, and the results of our quality improvement project have potentially great benefits for patients in East Lancashire and much further afield." added Paul Dean.

Pictured: Critical Care Unit team members with their Sara Brookfield Award (left to right): Dr Sandra Long, Christine Barnes, Dr Justin Roberts, David Smith and Jenny Oakley



Wendy Lewis-Cordwell Feb 23

Thought provoking #pregnancylossawareness Conf.22.02.16 @EastLancsHosp with @cbukhelp @CruseLancashire @ SandsUK

Sonia Nosheen

@Sonia_Sparkles1 Feb 15
Big thank you to Nicci & Julia
@JohnCampaign for
taking the time 2 support @
EastLancsHosp develop pt info
leaflet on partnership in 1-1 care

BwDCCG

@BwDCCG Feb 15

#PulmonaryFibrosis Support Group @EastLancsHosp 26 April 2pm Mackenzie Centre, Burnley Hospital @ EastLancsCCG

Patient Option

@patientopinion Feb 12

"I had my #cataract op on my left eye on Tuesday It was brilliant" + Mr Lambert was brilliant" Burnley @EastLancsHosp https://www.patientopinion.org.uk/ opinions/275104

We now have 2,494 followers on Twitter and 3,000 Likes on Facebook.

UCLan Medical School Opens



First ELHT medical students in 2017

The University of Central Lancashire (UCLan) Medical School is up and running with the first cohort of students nearing the end of their first semester.

A recent visit from the General Medical Council was very complimentary about the MB BS course and how it was being delivered.

The medical students start their clinical training in significant numbers at ELHT from September 2017

The Medical School was officially opened in November 2015 by the inspirational Dr Kate "Hello my name is" Granger.

UCLan School of Medicine Opening – watch video

Share your News

The next edition of 'Our Trust Your News' will be published in April.

If you or your team have any news to share with your colleagues throughout the Trust, please email the Communications Team communications@elht.nhs.uk with your story no later than Friday 1 April (no April Fool!) to be considered for inclusion in the next issue