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University Hospitals
of Morecambe Bay



NHS Foundation Trust

Weekly News

Issue 324, 7 June 2013

Emergency Department at the RLI are setting an example

Jane Owen, Sister in the Emergency Department (ED) at the RLI, recently arranged a three week training programme for staff in the ED. The training captured all the ED Nurses and incorporated Mandatory Training, with 15 to 18 nurses each attending one of the three day blocks, split over the three week period.

ED Service Manager, Sarah Cullen, opened the first study day with a refresher of the ED Quality Indicators, target times, and the role that ED, Assessment Units and wards all play in achieving these targets. The first week continued with care of a Stroke patient and Stroke Thrombolysis with Linda Dunn, Stroke Nurse Specialist, and Sister Lorraine Knowles; massive haemorrhage and blood transfusion with Marian Wood, Transfusion Nurse Specialist, and major and chemical incident training with Emergency Planning Officer, Sally Young.

Sarah Brown and Leigh Cody, ED Sisters, taught how to receive a helicopter patient, and staff nurse Katie Smith, Registered Nurse Margaret Barnes and Assistant Practitioner Bradie Eyles, provided a moving and handling update.

The second week was another busy one and over the three day period, the ED team successfully completed the ED dedicated Immediate Life Support and Paediatric Immediate Life Support Recertification Days. Thanks goes to Resus Officers Allison Plenderith and Colin Hendry, for their support in incorporating this training.

In the final week, David Adamson and Liz Thompson, Safeguarding Specialist Nurses' presented a Level 3 workshop for Safeguarding Adults and Children. Presentations were then provided from ED Unit Manager, Patricia Whalley, on Aseptic Non Touch Technique, Handwashing and Medical Devices. Debbie Dickson, our Paediatric Nurse, covered the Childrens Physiological Obs Track Trigger System charts and Sister Kirrin Ingham provided an overview of the new Bereavement Service.

Emergency Nurse Practitioner, Andrew Kirke, gave an informative presentation on Conflict Resolution and, the Journey to Recovery team talked through a new screening and intervention tool for Alcohol Admissions.

Overall, this was a huge achievement for the department to be the first clinical area to put together such a programme. The support and time given by all those involved in the teaching sessions was invaluable. The knowledge and information gained by the staff attending the study say's has been hugely beneficial and rated by the Team as a huge success.

Thank you to all those that have taken part, particularly Sister Annabelle Cottam and Sister Hazel Thompson for ensuring the off duty allowed the team even consider the training days. A massive thank you also needs to go to Sister Jane Owen, who has worked tirelessly to put together this programme. She arranged all of the speakers and put together all of the sessions. We hope that the example set by the department in addressing Mandatory Training and Professional Development in such an informative way is something that other clinical areas could follow. The ED team is aiming to run the Training Programme annually (we are already booking for next year), and are hoping to include the mentor update specifically for the ED Team. Well done all!



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Health and Safety Executive visit

Notification has been received from the Health and Safety Executive (HSE) of the dates of their visit. This is planned for Tuesday 2 July to Friday 5 July at FGH. Managers of the departments that the HSE intend to visit have been informed. They will also wish to speak to some staff members and safety representatives and those chosen will be notified.

Walk rounds are still being undertaken by the Health and Safety team and there are still fundamental issues being discovered, such as fire doors propped open with wedges, locked areas found unlocked and poor housekeeping. A number of policies were ratified at the policy group and have been placed on the heritage site, available on your desktops. If you have hard copies of policies within your department, please ensure you have the most current and up to date version.

The Accelerated Clinical Content team welcome Ian



The Accelerated Clinical Content Team is pleased to welcome Ian Marsland, Business Analyst to the Paperlite Project. Ian has worked for the Trust in a number of positions over the past five years including working within the Outpatient department and as the Breast MDT Coordinator. Ian will be working on the End of Life Project with Alison Scott, Project Lead and Dr Nick Sayer, Consultant in Palliative Medicine, who are leading the End of Life agenda. Using Lorenzo, the team will build content to help with work flow and communication. This will improve our ability to offer our patients, and the families of those with life limiting conditions, the best possible care as end of life approaches.

Save money and enjoy Cumbria with a MyCumbria card

MyCumbria is an exciting membership scheme from Cumbria Tourism exclusively for residents of Cumbria with a CA or LA Cumbria postcode and those who work within Cumbria. A MyCumbria card entitles you to a whole range of fantastic deals, offers and discounts across the whole county for an entire year. The scheme aims to reward, inform and simply remind residents what fantastic attractions, restaurants and accommodation we have to enjoy across the county.



For an annual membership fee of £20, you and your family will be entitled to everything from buy one get one free, to kids go free. MyCumbria has it all. To find out more please click [here](#).

The scheme is made up of annual offers lasting for the duration of your membership and in addition, you can enjoy seasonal campaigns where you can take advantage of special discounts on top of the standard offers.

There are over 200 offers available to members and MyCumbria are working hard to help local residents enjoy the high quality of Cumbrian products, attractions, food and drink and retail offerings we have in the county. Start saving today and purchase your card for only £20. You can sign up online at www.mycumbriacard.co.uk/join/, or call one of the team on **01539 822222**.





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Dr Wah visits the RLI to discuss better healthcare information

Staff at the RLI gained an insight into how better information leads to better healthcare, following a visit from Dr Robert Wah, a nationally recognised clinical expert in health information technology. Dr Wah, Global Chief Medical Officer, Computer Sciences Corporation (CSC), visited the RLI on 20 May to share his extensive experiences and views of providing high quality healthcare, through effective information and informatics systems.



Dr Wah is a Reproductive Endocrinologist and Obstetrics and Gynaecology Consultant and currently practises at the National Institutes of Health and Walter Reed National Medical Center at Bethesda, Maryland, USA. Since 2007, he has been ranked in the Top 10 in Modern Healthcare magazine's '50 Most Powerful Physician Executives'. Dr Wah was vice chairman of the US Navy's largest Obstetrics and Gynaecology department with over 200,000 patient visits and 4000 annual deliveries and has served on the faculties of Harvard Medical School, University of California, San Diego and the Uniformed Services University of the Health Sciences.

The purpose of the visit was not only for staff at the hospital to hear about Dr Wah's experiences but also for them to be able to show him how we are using Lorenzo across the Trust. We became the first acute Trust in the country to go live with Lorenzo across most of our wards and departments in 2010. Since then, both Emergency Departments have also gone live with the system.

Dr Wah, said: "It was so helpful to see and hear how people are using Lorenzo at the front lines of health care delivery. Whilst there is a lot of attention directed at the technology, what I wanted to see was how healthcare delivery is improved at UHMBT. It is not so much about the bits, bytes and boxes. It is about how can patients and clinicians benefit from having better information available to make better decisions.

"One of the most common things I heard was that people liked having all the information like tests, clinical notes and radiology all available in one place. It was great to see how CSC and UHMBT are Transforming Healthcare with Better Information for Better Decisions. Doctors and IT colleagues are working side by side to bring the clinical and technology expertise and focus together to improve patient care at UHMBT."

The visit to the RLI included a tour of the some of the clinical areas that use Lorenzo, talking with the staff that use the system every day and also speaking with the team of clinicians and Informatics staff that are responsible for developing the system even further. Dr Wah also gave a one hour lecture to staff about healthcare information systems, including using mobile devices and maintaining confidentiality and security.

Dr Colin Brown, Chief Clinical Information Officer and Consultant Physician and Gastroenterologist, said: "We can't thank Dr Wah enough for taking the time to visit us to see firsthand the great work staff here are doing with Lorenzo and other information systems. Dr Wah's has had considerable influence in shaping health services in the USA and it was an absolute honour for him to come and share some of his experiences with us."

Dr Wah, concluded: "I want to say thank you to the UHMBT folks who took time to talk and share with me the good and less good that they see with the health IT tools they are using. I know visits like mine can be somewhat disruptive so I really appreciate everyone's understanding."



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Infection prevention and control challenges

All blood culture packs now include two stickers - a small white sticker which should be applied to the microbiology pathology form and a larger sticker. Both shown below. The large sticker with a yellow header must be fully completed and inserted in the patient's notes.

RECORD OF BLOOD CULTURE
 ANTT USED: (please circle) YES / NO
 PRACTITIONER.....
 DATE..... TIME.....
 SITE USED.....

RECORD OF BLOOD CULTURE
 Large label = medical notes. Small label = attach to micro form.

PRACTITIONER (print name).....
 GRADE/POSITION:
 ANTT TRAINING IN LAST 12 MONTHS? YES / NO
 ANTT USED: (please circle) YES / NO
 DATE..... TIME.....
 SITE USED.....

We have had five patients diagnosed with MRSA bacteraemia in the last 12 months and the root cause analyses has established poor compliance with Aseptic Non Touch Technique (ANTT) as a contributory factor. Please adhere to ANTT principals when cannulating and taking blood, particularly blood cultures. Skin decontamination is paramount when cannulating and taking blood cultures.

How CQUIN benefits our patients

Patient care is at the heart of what we do and fundamental to this principle is our continued desire to deliver and develop care which is of the highest quality, the safest, and offering the best patient experience which can be sustained for many years to come.



This is where the Commissioning for Quality and Innovation (CQUIN) framework come in. Local and national quality improvement goals are set by commissioners and focus on a range of issues. Meeting these targets directly affects the care and experience of our patients for the better and as a result, we are financially rewarded.

Over the next few week, we'll be featuring more information about our CQUIN targets for 2013/14 and showing examples how patient care is improving as a direct result.

New dates for pension clinics

New dates are now available for the pension clinics across the Trust. To book an appointment, please contact Employment Services on ext 46084. Please have your assignment number available when you call and bring along your most recent payslip to your appointment. If you require a pension estimate you can request this over the telephone from Employment services, and do not need to book an appointment.

- 2 July - Chief Executive's office, level 5 , FGH
- 2 August - Room 3, Education Centre, WGH
- 3 September - Badge room, Pointer Court, RLI

- 1 October - Chief Executive's office, FGH
- 8 November - Room 3, Education Centre, WGH
- 3 December - Badge room, Pointer Court, RLI





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Our patients said...

We receive lots of comments every day from patients who want to thank us for the fantastic care they have received throughout the Trust. Below are comments we have been sent via a letter to the Chief Executive, and from postings on NHS Choices and Twitter:

"My husband has suffered with Rheumatoid Arthritis for years. For the past two years he has been under Dr Bukhari's excellent care.

"We met with Anne Craig, Specialist Nurse, who not only offered information and support but organised for my husband to be seen by other professionals for a full assessment.

"We have seen Angela Lewis, Occupational Therapist and Claire Longton, Physiotherapist. I would like to offer my thanks to Anne for not only how she approached my husband with respect and understanding but also the support offered to myself.

"These three ladies are a fine example of how a person centered approach impacts on a persons well being and gives hope for the future.

"So to Dr Bakhari and his team, I would like to say thank you, not just for what you do but the way you all do it. You are a credit to the Trust." **Patient letter**



"I attended ENT at FGH for a small operation under a General Anesthetic, from booking in at reception to leaving after the operation I was looked after.

"Everyone who had dealings with my care, from the Nurses, Anaesthetist, Consultant and Theatre Nurses, came and fully discussed the procedure and what part they were playing. The operation was on the time given and a success.

"The hospital was so clean, a credit to everyone. Well pleased." **NHS Choices**

"I previously worked in the NHS for 26 years and have nothing but praise for the staff at WGH. From the consultant, nursing staff, domestics to the porters for the curtious way that I was treated. Nothing was too much trouble for anyone and everyone had a smile. Thank you all I am so grateful." **NHS choices**

"@UHMBT Thanks for super swift care for my 3 yr old who had a head injury. Excellent care from Paramedics and staff at the RLI." **Twitter**

"The whole thing was brilliant and the entire Department deserves the highest praise. Thank You. Really enjoyed the experience and the staff were brilliant. Mr Hunt, if you want an example of good practice in the NHS read this and feel proud!" **NHS Choices**



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A brand new benefits scheme for staff.

We are now offering computer hardware, including iPads, Macs, Laptops and Desktops through a salary sacrifice scheme saving you up to 30% off retail prices (please see the website below for further details)

The cost is spread over 24 months easing the pain on your pocket!

For example, you could get a brand new 32GB iPad Mini for just £15 per month (depending on your personal circumstances)

Visit uhmb.employeechoice.co.uk from your work or home computer and enter the user name **uhmb** and password **uhmb2013**

You can place orders until 9 June 2013.