No matter what the prevailing circumstances, local or national, here in Newcastle upon Tyne we continue to strive to sustain financial stability and provide a best in class service with quality outcomes, this being unequivocably demonstrated in 2015/16

NHS ‘at risk’ as hospital bail outs double

Casualty wards and elderly services to be closed and centralised as health service tries to save money

By Laura Donnelly, Health Editor

THE NHS has begun drawing up a formal list of hospital departments to be shut in an attempt to ease the worst financial crisis in its history.

The public will see a “glut” of closures, with Accident & Emergency units and key services for the elderly among those stripped out and centralised, one leading executive said.

The warning came as two NHS hospitals suspended A&E services for children yesterday, saying they could not run them safely.

Every region has been ordered to identify departments that are not sustainable, to help tackle short-staffing and a growing financial black hole.

NHS leaders said the plans, which will be detailed in the autumn, will involve closing some casualty departments while services including rheumatology and urology will be centralised, forcing patients to travel further. They said the changes were necessary to ensure safety.

Chris Hopson, the chief executive of NHS Providers, which represents hospitals, said even these moves would not be enough to stave off the financial crisis. “We’ve got this absolutely massive financial deficit which is the biggest in NHS history and then at the same time... we’ve got major shortages in key areas like nurses and doctors which effectively are meaning people are having to shut services,” he said. “We are seeing more and more pressures on staff trying to run harder and harder. We are reaching breaking point.”

Yesterday County Hospital in Stafford suspended A&E services for under-18s after doctors warned that they were not safe.

NHS takes axe to hospital units

Over the past few years serious efforts have been made in Britain and elsewhere to achieve a more rational distribution of health care resources. It has often been assumed that an optimum supply of health care facilities could be achieved by the measurement of objective health care needs, and that, then, these resources could be fairly allocated to those requiring them. Unfortunately, well-intentioned as these attempts have been, the reality is that the problem is much more complex. This paper sets out some of these difficulties and offers some tentative solutions to the intractable problem of health care demands running constantly ahead of the supply of health care resources. It has no intention of arguing against the basic concept that National Health Service care should be rationally planned. However, it will call into question some of the notions which have arisen in the course of the discussion of this planning process.
Improving your care
The PLACE audits were undertaken between February and May 2015 with 41 areas of the Trust being assessed, by teams of staff and patient assessors.

PLACE aims to promote the principles established by the NHS Constitution that focus on areas that matter to patients, families and carers: putting patients first, active feedback from the public, patients and staff, adhering to basics of quality care and committing to ensure services are provided in a clean and safe environment that is fit for purpose. PLACE encourages the involvement of patients, the public and both national and local organisations that have an interest in healthcare in assessing providers.

The aim of PLACE assessments is to provide a snapshot of how an organisation is performing against a range of non-clinical activities which impact on the patient experience. The areas of scrutiny are:

- Cleanliness;
- Food and Hydration;
- Privacy, Dignity and Wellbeing;
- Condition, Appearance and Maintenance of healthcare premises; and
- Dementia (whether the premises are equipped to meet the needs of the dementia sufferers against a specified range of criteria).

The criteria included in PLACE are not standards but do represent aspects of care which patients and the public have identified as important. It also represents good practice as identified by professional organisations whose members are responsible for the delivery of these services. In the case of Dementia they draw heavily on the work of The King’s Fund and Stirling University.

As with the 2014 assessment, the 2015 assessment required 25% of wards and a similar number of non-ward areas to be visited by teams of assessors comprising 50% of patient assessors.

As in previous years, feedback from the Assessment Teams during the inspection process was that standards remained high across the Trust. It is to be noted that the Assessment Teams were very complimentary with regards to our staff stating that they “provide a calm and caring atmosphere with attention to detail and individual patient care and that they appear to take pride in their work and to be proactive in promoting change”.

Staff Assessors comprised representatives from Patient Services, Estates and Hotel Services, and Patient Assessors were drawn from the Trust’s Community Advisory Panel, the Governors’ Council, and many other Stakeholder and Patient Groups including PALS and the Tyneside Kidney Patient Association.

The Newcastle Hospitals scored well again this year against the National average, exceeding the National average in the categories of Cleanliness, food, Condition and appearance, and Privacy Dignity and Wellbeing, achieving over 90% in all these categories. An excellent score of 99.5% was achieved in relation to cleanliness.

The Dementia component of the assessment was undertaken and scored for the first time in 2015. The Dementia assessment focused on flooring, décor and signage but also included such things as availability of handrails and appropriate seating and, to a lesser extent, food. They also include a wider range of key issues and organisations are now encouraged to undertake more comprehensive assessments using one of the recognised environmental assessment tools available.

The Trust achieved a score of 58.57% for this element which reflects that this is ‘work in progress’ across the organisation, with much progress being reported since the assessments were undertaken, to ensure the needs of this vulnerable patient group can be met.
Safe, Effective, Quality Occupational Health Service
Newcastle Occupational Health has successfully renewed its Safe, Effective, Quality Occupational Health Service (SEQOHS) accreditation.

Occupational health is a branch of healthcare that looks after the health and wellbeing of the working age population. The Trust invests heavily in supporting staffs’ health and wellbeing and recognises that a healthy workforce directly results in improved patient care.

NewcastleOHS is the Trusts in-house Occupational health service. It provides independent advice and assistance to staff and managers around work related illness. NewcastleOHS supports staff to take responsibility for their own health which in turn enables staff to provide the highest quality health care. The service is a fully integrated multidisciplinary team with Doctors, Nurses, Physiotherapists, Psychologists and Counsellors providing support and rehabilitation to staff for both physical and mental health problems.

NewcastleOHS has made the outstanding achievement of maintaining SEQOHS status and is credited as one of the first 150 services in the UK to have achieved SEQOHS accreditation.

The achievement has highlighted the high standards of care provided to Trust staff by NewcastleOHS and ‘has shown a commendable commitment to quality and has demonstrated that it can meet the required national set of standards’ (SEQOHS Accreditors).

The service is very proud of its achievement. Our dedicated team will continue to serve the Trust by consistently providing a safe, effective and high quality service.
Delivering Proud of Nursing and Midwifery Strategy

During 2015/16 Nurses and Midwives have continued to demonstrate achievement against the Trust’s Nursing and Midwifery Strategy ‘Proud of Nursing and Midwifery in Newcastle - Compassion, Quality and Excellence in all that we do’ which was launched in July 2013.
The aim of the Strategy is to set out for all Nurses and Midwives, and others, in the Trust the key priorities for practice. Each theme is defined and then actions that will support and demonstrate achievement are outlined.

**The Strategy identifies five key themes:**

- To put patients first in all that we do;
- To deliver safe and effective Harm Free Care;
- To deliver high quality care;
- To recognise, and maximise, our reputation for Nursing excellence; and
- To have an empowered and skilled workforce.

The work is well established and places us in a good position to develop and launch our new strategy in November 2016 which will build on our work to date, defining our journey over the next three years. This will be branded by our “Compassion Tree” which was created by the Nursing, Midwifery and Allied Health Professional Forum to provide a definition of what compassion means to them.

---

**Nurses and Midwives lead the way Developing Practice**

It’s been a busy year for Nursing and Midwifery services across the Trust and staff are very proud of how this was reflected in the Care Quality Commission’s (CQC’s) outstanding rating of their work.

**Work includes:**

The Dementia Care Nursing Team have had another busy year, not only increasing in size, with the appointment of a further two full time Nurse Specialists but with the publication of the Trust’s very first Dementia Strategy 2015-2020.

The team is a visible presence within the Trust assisting colleagues with planning and delivering specialist person-centred education and training, and promoting and demonstrating the importance of working in partnership when providing care for individuals with dementia. They are using positive interventions such as knitted comforters, which are knitted dolls and hand muffs that can be given to patients who are agitated and confused.

Giving the knitted comforters to patients with Dementia allows them to explore creation and relaxation. It has been found that the soft texture of the knitted comforter settles the patient, giving him or her something nice to look at, handle and touch, thus reducing anxiety and agitation. They have undertaken a campaign to help staff to get to really know their patients through a number of evidence based interventions including: mirroring the person’s facial gestures; making time to listen; maintaining eye contact and using the person’s memories to promote conversation; and monitoring their presentation for signs of distress.

The Falls Co-ordinator has been working closely with the Dementia Care Team to implement new processes for patients at risk of falls with dementia and/or delirium. For patients who are at risk there is now a clear process identified for patients who require 1:1 Supervision to reduce the risk of harm. There has also been a significant review of the management of patients post fall which has led to changes in post fall guidance and documentation.

The Trust has continued to lead on a regional collaborative falls prevention project which aims to embed best practice guidelines from the Royal College of Physicians (RCP) and NICE to reduce patient falls and associated harm from falls.
The End of Life Team has also been busy this year undertaking real-time audits of end of life care in the hospital and community which have contributed to the National End of Life Care Audit-Dying in Hospital which demonstrate the excellent work of the team. They have implemented the NHS North East Caring for the Dying Patient document which was successfully integrated into community end of life care practices and they continue to introduce this across the acute setting. A new Macmillan End of Life Project has also commenced in January 2016 to support patients at end of life and their relatives/friends.

The Continence Service continues to improve the care for patients that require this service. This year they have developed and implemented a local product formulary for catheter care products and bowel management systems which has resulted in improving quality for our patients and also brought savings to the Trust and the wider community. They have also been busy in community services where they have implemented a urinary catheter assessment and record plan, and a continence assessment and care pathway for District Nurses. They have worked in partnership with the Paediatric Directorate, the Clinical Commissioning Group (CCG) and Parents Forum to develop funding for a Paediatric Nurse Specialist. Continence. The Team have been actively involved in “No Catheter No CAUTI” (Catheter Associated Urinary Tract Infection) Health Innovation Network campaign and the team have received the Dorothy Mandelstam Award for their achievements. The team has also been recognised as the top Trust for “pence per day spent”.

The Safeguarding Adults Team has continued to work pro-actively with staff from across the Trust to ensure safeguarding is embedded in practice. This has resulted in an increased number of safeguarding referrals and multi-agency working to ensure appropriate plans are in place to safeguard adults at risk of abuse. A re-structuring of the Safeguarding Team, with the appointment of a Head of Safeguarding in March 2016, has led to a number of changes, including the identification of a Named Doctor for Adult Safeguarding, recruitment to the post of Mental Capacity Act (MCA)/Deprivation of Liberty Safeguards (DoLS) Lead, development of a DoLS flowchart through the MCA steering group to support clinical areas to identify DoLS and a trial of safeguarding supervision within the Emergency Department.

The Infection Prevention & Control (IPC) Team have been busy working with the CCGs to develop a new IPC Nursing post to work specifically with Newcastle-Gateshead CCG. They have continued to provide on-going support to the Infectious Diseases Unit to enable the Trust to safely manage any possible or confirmed Ebola/ VHF cases. The team have developed an innovative and interactive IPC education programme covering a range of topics via e-learning, workshops, forums and ward-based sessions. This includes development of new ways of delivering essential information to enhance understanding and implementation into practice.

Women’s Services have led on the implementation of the “Florence text alert system” to enable the surveillance of maternal blood glucose levels at home for those with Gestational Diabetes Mellitus in pregnancy (GDM). Once consented, women are reminded twice daily to send in their blood glucose readings. When two high results occur, women are prompted to make contact with their Diabetes Specialist Midwife or Nurse and discuss their results to determine what changes can be made and whether treatment is necessary. The professional also receives an email to alert them of the result, allowing them to then make contact with the woman. The use of this free, easy to use NHS service allows women to have control over their care. It is flexible and reminders can be adapted to suit meal times of individuals. Women have the reassurance of knowing when to contact health professionals and are given autonomy.

Florence is reducing call times and allows efficiency when treatment is required. Where women have high results but do not make contact, the professional is able to do so.

Newcastle Hospitals has one of the largest Spinal Cord Stimulation (SCS) implant centres in the UK. The Chronic Pain Nurses and the Neurosurgeons work collaboratively to assess, implant and manage the growing number of patients requiring an SCS implant. SCS is now an established treatment for neuropathic (nerve damage) leg pain. Nurse Specialists within Chronic Pain Management provide and deliver a dynamic, evidence based SCS service and continually review, support, monitor and manage over 800 patients with a permanent SCS implant. The nurses work closely with the neurosurgeons and are constantly striving to use the SCS technology in the best way possible to help manage a difficult to treat group of patients.
The Nutrition Team has been active throughout the year and implemented a safety checklist for the insertion of all nasogastric tubes where all nursing and medical staff involved in the care and management of nasogastric tubes are now competency assessed. Phase 1 of the International Standardisation of equipment for enteral feeding systems in relation to connectors has also been implemented across the Trust and they are working with the Shelford Group of Hospitals on a collective project reviewing nutrition and hydration throughout the ten Trusts to share ideas of best practice. This work will lead to a publication of the work conducted to share with other Trusts.

Community Services have also been busy implementing a number of Nurse led services including the Nurse Led Health and Well Being Clinics which are being piloted within Cancer Services. Patients, and their carers, who are coming to the end of their treatment plans, have been invited to attend tumour specific events. These events have evaluated extremely well, with patients feeling more supported and informed to live with, and beyond, their cancer diagnosis. They have also introduced a text service for tracheostomy/laryngectomy patients to contact the District Nursing base to request a non-urgent visit. A new point of care testing for community housebound patients using CoaguCheck meters has been implemented which means that immediate results are available therefore eradicating test results only being available later e.g. out of hours when response is more problematic, this reduces the risk associated with human error/variation of test results and enhances reliability.

Nursing and Midwifery Research has also made real progress in the last year with the appointment of a Trust Lead for Nursing, Midwifery and Allied Health Professionals (NMAHP) Research, Education & Practice Development. Their first job was to review the Trust position and so undertook a research survey in September 2015 whereby 1,163 staff responded. This led to the publication of our first NMAHP Research Strategy and the establishment of two NMAHP Senior Research Leadership Groups to help support Nurses and Midwives undertake research. New information and processes have since been developed about NMAHP research which has led to an increase in successful research applications to various awards, publications and conferences.

Nursing & Midwifery Communication

A new Safe Friday briefing document was introduced by the Matrons in the Surgical Directorate to support Nurses and help them communicate information about areas of concern and plans to address them over weekends. This was so successful this has subsequently been rolled out across the Trust.

The Trustwide Nursing Forums continue to share “learning from experience” across Directorates. Case reviews from complaints, incidents or near misses are presented to disseminate learning on every agenda.

The Senior Nursing team also contributes to Multi-Disciplinary Significant Event Reviews alongside the Clinical Directors for Patient Safety and Quality and Senior Staff from the Clinical Governance and Risk and Department to ensure lessons learnt from these, and other review processes, are shared via the successful, and now well established, Patient Safety Briefings.

Many other initiatives continue to develop to ensure a corporate contribution including:

- The collection, monitoring and learning from the Clinical Assurance Tool (CAT) results, incident data and from the Safety Thermometer data which is reported monthly to NHS England.
- Senior Nursing representation on each of the Sign up to Safety campaign strands of work.
- The pilot of new “How we are doing boards” in Northern Centre for Cancer Care (NCCC) which were designed with input from patients, carers and staff where the plan is to evaluate this year and roll out across the Trust.
- Nursing and Midwifery staffing levels, available on every shift, are displayed in all Wards and on Ward boards.
Nursing & Midwifery Recruitment

Due to the ongoing shortage of registered nurses in the UK the Trust carried out the recruitment of qualified nurses from the Philippines in February 2015. The nurses were interviewed in the Philippines by experienced nurses from the Trust, with the support of an established overseas recruitment agency. Following the interviews 47 nurses were appointed. The nurses have arrived in three cohorts over the last 12 months and have been placed in various directorates throughout the Trust. All of the nurses have received a very warm welcome and great support from colleagues within their areas and from the Filipino community. Each cohort has settled well into life in Newcastle and working within our hospitals. Due to the success of the overseas recruitment and the vacancies within the Trust, a further recruitment of up to 100 nurses from the Philippines has been undertaken. The Senior Nursing Team also continues to strengthen the Recruitment and Retention process making our Trust the employer of choice through new applications such as a video of testimonials by staff which is available on the Intranet, Internet and YouTube. In the first week the video received over 1,500 hits if you have not seen it take a look at https://www.youtube.com/watch?v=Xk2UJHKmU4 or scan the QR code below with your smartphone.

The Senior Nursing Team also works closely with the Human Resources Department and with the launch of the Trust’s Facebook page on the 1st June 2015 with an overall objective to increase recruitment and promote the Trust and therefore Nursing recruitment into the Trust. A number of Careers Days and Open days have also been publicised via Facebook and they have been a very successful way to showcase the variety of roles available within Nursing and Midwifery.

“Growing our own” Nurses

The Senior Nursing Team continues to review and support various models of Nurse Education to “Grow our own” workforce. This includes supporting Health Care Assistants (HCAs) on a two year Foundation Degree programme to become Assistant Practitioners (APs). To date there have been 27 HCAs that have qualified and are working across the Trust in various specialties. There are a further 12 to qualify in September 2016, 23 in September 2017 and a fifth cohort of 26 HCAs to commence the programme in September 2016.

Existing HCAs have also been supported to undertake a part-time BSc Adult Nursing programme at the Open University and four HCAs commenced on this programme in February 2016 (due to register with the NMC in September 2020) and two staff have been recruited to the February 2017 programme. The National pre-registration degree experience pilot “Year of Care” continues to be supported across the Trust. This is where a group of aspiring Nurses, with little or no previous care experience are recruited for one year into existing band 2 HCA posts. The Trust have recruited to two cohorts and seven were successful in gaining places on the full time pre-registration Nursing programme in September 2015 and 2016 at Northumbria University. The Trust has recruited a third cohort of four people to start in September 2016. The Trust have also participated in the Health Education England North East Return to Practice Nursing full time Programme and recruited four individuals and there are eight part time candidates that will be on placement in October 2016.

Nursing Revalidation

Revalidation is the process by which Nurses and Midwives are required to demonstrate on a regular basis that they are up to date and fit to practice. The aim is to enhance public confidence and give assurance that Nurses and Midwives are regularly checked by their employers and the Nursing & Midwifery Council (NMC).

This was the first year that the NMC introduced Revalidation for Nurses and Midwives which must be undertaken on a three yearly basis. This was a significant undertaking to ensure all our Nurses and Midwives were ready to revalidate. The Trust supported the appointment of a Project Lead to support and facilitate this process with great success.

Practice Education

The Practice Education Team has continued to support students and newly registered Nurses and Midwives at all stages of practitioner development. Providing support for practitioners throughout their careers, the team promotes the development of safe, autonomous professionals with the requisite skills and knowledge to deliver appropriate, high quality patient care.

Sharing Best Practice

There have also been a number of conferences held including the Annual Nursing & Midwifery Conference and the Education Conference that was highlighted by Health Education England North East as an area of good practice.
The Trust’s 18th Annual Nursing & Midwifery Conference, titled “Nursing and Midwifery, Fit for the Future” was held on the 19th May 2016 at the Centre for Life, Times Square, Newcastle upon Tyne.

The day, attended by 276 delegates was heralded a great success and keynote speakers included:

- Professor Tom Downes MB BS, MRCP, MBA, MPH (Harvard) a Consultant Physician and Geriatrician Clinical Lead for Quality Improvement, Sheffield Teaching Hospitals NHS Foundation Trust who talked about ‘Discovering Great Care’;
- Professor Lisa Bayliss-Pratt, Director of Nursing & Deputy Director of Education and Quality, Health Education England who talked about ‘The Future of Nursing, the National Perspective’ who later tweeted “Thanks so much for a great day. Great to feel all your passion for high quality care”.

Overall the day was shown to be a success and feedback from staff included:

“A Trust to be proud of!”
“Felt totally inspired by the dedication of nurses”
“The inspiration from speakers energised me”

Community Services also held their second Annual Celebratory Event on Thursday 14th April and it was indeed a tremendous celebration of all that their 700 plus staff do – in patients’ homes, GP Surgeries, Health Centres and many other community settings - day in, day out. The purpose of the day was to showcase the Directorate’s many achievements over the past 12 months and make people aware of the diverse and multidisciplinary specialisms within the numerous services the Directorate provides. It was also an opportunity to thank and congratule the staff for their hard work and “can do” approach to patient care.

Nursing and Midwifery – Achievements in 2015/16

At the N&M Conference there were 20 entries submitted this year to the Trust’s Annual Achievement Awards, which is a higher number than previous years. The standard of entries was very high and they were received from all areas of nursing practice in community and hospital settings, for both the Practice Improvement Awards and the Research and Audit Award. Prize money has been very kindly provided by the Trust Charitable Trustees to promote ongoing Practice Improvement and Research & Audit.

This year there were two winners selected, one for Practice Improvement and the other for Research & Audit. There was also a Nurse who was highly commended for their work in Practice Improvement.

Jill Ferguson, Prostate Cancer Survival Nurse Specialist was presented the Practice Improvement Award. Jill project focused on prostate cancer survivorship, effectively engaging both patients and their families.

Alison Blackburn, Nurse Specialist (Acute Pain Services) RVI was highly commended for Practice Improvement Project to develop a competency based training course to develop a nurse led Fascia Iliac Block (FIB) service to improve pain management in patients with fractured neck of femur.

Helen Hanson, Senior Research Nurse (Musculoskeletal) was presented as the Winner for Research and Audit Award for her work to expand awareness of, and recruitment to, Research (HEARR).
Nurses, Midwives and support staff continue to be recognised through Personal Touch Awards. In 2015/16 119 individual staff were nominated, with several achieving success.

This year we have also had a number of Nurses shortlisted for the Nursing Standard and the Nursing Times Awards. These include: Sister Claire Elerby for her work to introduce a comforter called a minboo in Neonatal services; Karen Heslop for her work with COPD patients and Cognitive Behavioural Therapy; Sister Emma McCone for her work in pre assessment Service and the role of the Nurse in pre assessment, Ward 47 at the RVI for their work on harm prevention, including the Ward have achieved a two year period where none of their patients have developed a hospital acquired pressure ulcer, MRSA bacteraemia or C.difficile infection; and Sister Barbara Ann Moran and her team in Theatres at the RVI for their work with patients with a fractured neck of femur.

In addition a number of Nursing teams have achieved all five elements in the Acknowledging Continuous Excellence (ACE) Awards (A Trust Charter Mark for Wards and Departments). The Council of Governors and the Community Advisory Panel have been involved in developing the award scheme and undertaking the final assessment.

A number of Nurses & Midwives have won various awards and scholarships, including:

- Karen Heslop is the Respiratory Nurse Consultant; her work in Cognitive Behavioural Therapy (CBT) is nationally renowned and has been the focus of her PhD. Karen has also been shortlisted for the Nursing Times Nurse of the Year Award.

- Fania Pagnamenta is the Nurse Consultant for Tissue Viability - her work around prevention and treatment of pressure ulcers is well known to the Board, however, she is also currently in the final year of a Professional Doctorate, looking at developing a different methodology for dressing evaluation that draws from the field of ethnography for inspiration.

In addition to their role many Nurses make an additional contribution as reservists across the Trust.

Quote from Alex Cairns:

“In 2014, I joined the Army Reserves at 201 Field Hospital as a student nurse and fully qualified as a Soldier in September 2015. As a result of completing my nursing degree, I have recently been promoted to Corporal. My Trust, Ward Managers and work colleagues have been very supportive and flexible due to my commitments with the Reserves. Without them, I would not be able to exploit the amazing opportunities.”

Quote from Annie Sheppard:

“I now work as a Health Care Assistant for the Newcastle Upon Tyne Hospitals National Health Service (NHS) Foundation Trust and am training to be a military Combat Medical Technician (CMT). Being part of the Army Medical Service and the NHS is a privilege. I value both organisations and can see the benefits of them continuing to work in partnership.”

Nurses and Midwives also made a significant contribution to the CQC Inspection in January 2016 by taking a “time to shine” which contributed to the Outstanding rating.
What our Patients say about Nurses

“Excellent level of professional medical and professional nursing care.”

“First class nursing care and a lovely, professional doctor.”

“I felt safe and well cared by all the staff who are excellent at what they do.”

“Everyone very caring, absolutely top class.”


“Best hospital I have ever been to. The care of the nurses is out of this world and the treatment I got was outstanding.”

“Excellent, attentive and professional team of nurses and doctors.”

“My room and from what I could tell, the rest of the Ward was kept very clean. The nursing staff were caring and helpful and the ancillary staff were all pleasant and helpful. It all combined to make my stay a pleasant one.”

“Care is superb, second to none, very attentive nurses, professional in everything they do. Young trainees very caring, can’t do enough for the patients. Thank you to all for everything.”
What our staff say makes them Proud of Nursing & Midwifery in Newcastle Hospitals...

"Safe effective care with very friendly staff."

"The outstanding research that is delivered."

"The professionalism and team work with patients."

"Providing high standards of nursing care, even under challenging circumstances."

"The high standards of care we provide."

"Focus on excellence in nursing."

"A national Centre for excellence with a good reputation."

"A forward thinking and dynamic place to work."

"I feel that the organisation supports the staff and offers excellent care to the patients that come into our hospitals."

"Biggest and the best-far superior to any other Trust in the region because of the skills of those who work here (all disciplines)."

"High level of patient involvement in planning/delivery of care. Robust policies to maintain safe environment for patients and staff to deliver a high standard of care."
The protection of vulnerable adults and children continues to be a significant clinical and corporate priority with strong commitment from Board to frontline staff. Executive leadership and sponsorship is from Mrs. Helen Lamont, Nursing and Patient Services Director, supported by dedicated Safeguarding teams for Children, Vulnerable Adults and Women’s Service. In this year these teams have come together into Patient Services under the leadership of a new senior Head of Safeguarding post.

The Safeguarding Professionals continue to respond to concerns raised by vigilant and professionally enquiring frontline staff from across the Trust as well as reviewing and developing practice and policy. They also provide education and supervision for all frontline staff who are working to protect the vulnerable.

Staff from across the Trust come together with the local Designated Professionals for Vulnerable Adults and Children in the Trust Safeguarding Committee to ensure strong leadership and scrutiny of arrangements and practice.

To ensure dissemination of learning and development there is a well-established multi-professional Safeguarding Communication Forum, which is held quarterly and open to all staff, alongside a robust programme of safeguarding training which ensures staff can meet both mandatory requirements and develop their safeguarding skills and knowledge.

The Trust is an active member of both Newcastle Safeguarding Adults and Children’s Boards at both Board level and within the Board’s working groups and subgroups.

The Trust discharges its statutory duties in relation to:

- The statutory requirement under section 11 of the Children Act (1984, 2004) to safeguard and protect the children and families who access care;
- Safeguarding Vulnerable Adults in line with the Care Act 2014 and Department of Health Care and Support Statutory Guidance issued under the Care Act 2014 (October 2014);
- The Mental Capacity Act 2005 and Deprivation of Liberty Safeguards amendment in 2007;
- Care Quality Commission ‘Healthcare for All’ (2008) requirements in relation to Care of People with a Learning Disability; and
- Mandatory reporting of Female Genital Mutilation (FGM).

All teams have reviewed provision against external assurance frameworks and the Trust believes it can declare compliance with the Care Quality Commission Essential Standard Outcome 7 Safeguarding People Who Use Services from Abuse. The Teams have involved external stakeholders to review and challenge their arrangements and formal CQC inspection took place in January 2016.
Key Achievements in 2015-16

• Introduced the new Senior Head of Safeguarding role who has brought together the three Safeguarding Teams into a co-located joint team within Patient Services. The roles of the Named professionals supported by specialist advisors with expertise and responsibility for Children, Adults, Metal Capacity, Learning Disability and Maternity has been retained. This has already enabled closer working to develop;

• Continued to hold and develop Learning Disability Mortality Reviews, reviewing deaths of all individuals with learning disabilities who die within the Trust. The multidisciplinary panel includes the Director of Quality and Clinical Director for Quality and Safety alongside Senior Nurses;

• Introduced robust processes for mandatory reporting of FGM and supporting pathways and guidance;

• Worked proactively to respond to sexual exploitation of children and vulnerable adults, raising awareness with staff, introducing new pathways and tools to support risk assessment and contributed to large scale multi agency learning reviews of cases of sexual exploitation;

• Ensured every Looked After Child in Newcastle has had their health needs assessed;

• Appointed a new Named Doctor for Adult Safeguarding and expanded the Specialist Nurse Team for Adults and Learning Disabilities;

• Supported development and expansion of Learning Disability and Mental Capacity Champion’s Networks within the Trust;

• Undertaken a significant training needs analysis to ensure mandatory training is correctly assigned to Trust roles and developed a flow chart to help staff identify requirements; and

• The Trust has published a detailed Safeguarding Annual Report to share with staff, public and Multiagency Partners a summary of activity, achievements and strategic priorities for the year ahead.

The CQC inspected the Trust in January 2016, inspectors evidenced many examples of good safeguarding practice within their CQC report which contributed to an overall rating of Outstanding with good for the ‘safe’ domain.

The year has been particularly busy for all teams with increased referrals across the Safeguarding work streams who have responded well to the changing landscape within the city and safeguarding practice.
Learning Disability

The Trust continues to develop its infrastructure and working practice to improve care for people with learning disabilities. This has been led by the Chief Executive, and Nursing and Patient Services Director, supported by the Learning Disability Steering Group and the Learning Disability Liaison Service. The Learning Disability Liaison Service is provided by two Learning Disability Nurses based within the Adult Safeguarding Team. They work across the Trust and are both hospital and community based; supporting individual patients, their carers and clinical teams, making a significant contribution to improving individual patients’ and families’ experience. They also lead the development of Trust infrastructure to support those with a learning disability, and ensure the provision of advice and expertise within the Trust.

Within 2015/2016 we have continued to focus on the integration and promotion of the needs of patients with learning disability and supporting clinicians to recognise where reasonable adjustments are required, and to ensure these are met. The service has received 682 formal referrals during the period of 1st April 2015 and 31st March 2016.

Key Achievements in 2015-16

- The Learning Disability Champions Forum has become established, it includes professionals from a wide and diverse health background. They meet together to discuss pertinent issues in the care of patient with learning disabilities. 90% of attendees recorded that the sessions were ‘excellent’ and 10% rated as ‘good’. 100% rated the facilitators as ‘excellent’. Attendees made suggestions for improvements or topics for future sessions;

- The Trust has supported a project to develop a regional process to review Learning Disability mortality data. Evaluation of the initial pilot has enabled the development of a robust Trust process requiring all deaths of people with a learning disability to follow the standard Trust mortality level 2 review processes, with additional specialist LD team scrutiny, and then review at a LD Mortality panel;

- A Learning Disability audit is completed for adult services and reviews the care of patients with learning disability when they become has shown that pathways of care are reasonably adjusted to meet inpatients within the Trust. The audit individual needs and hospital passports and capacity assessments are appropriately used. It also identifies awareness of the Trust’s Learning Disability Liaison Service; and

- The learning disability liaison services are working in partnership with the Children’s Directorate to help identify children who have a clear diagnosis of a learning disability to enable their pathways of care to be reasonably adjusted to meet their individual needs.
The Facts

The Team have supported:

• 740 spells of inpatient care received by people identified as having a learning disability;
• 3940 outpatient attendances by people identified as having a learning disability;
• 740 Emergency Department attendances involved a person with learning disabilities; and
• Learning Disability Liaison Service has identified 31 people with learning disabilities who have attended the Emergency Department more than 3 times and were offered support.

Feedback is sought from people with a Learning Disability and those that support them so we can continue to improve services.

This feedback is from carers, after a patient who had a moderate learning disability was admitted to the Freeman Hospital for an angio-gram and then surgery the following day. Carers were allowed to support the patient in the catheter laboratory for the procedure to ensure reassurance and support could be given during the procedure. This had a significant impact on how well the patient tolerated the intervention, and overall health outcome.

“Staff were very accommodating and supportive of the patient needs, thank you!”

i) This feedback is from a learning disability professional who supported a person with a learning disability to the diabetic centre.

“It was just a quick note to thank you for your assistance with regard to the Diabetes appointment. The software was in place for the patients monitor and the consultant was able to show, as well as explain, how the levels changed and how often they were high/low, the patient engaged well with this and agreed to manually record readings in the diabetes diary provided and to take to next appointment. Again thank you for your support with this.”

During 2015/ 2016 we continued to focus on the integration and promotion of the needs of patients with learning disability
Newcastle Occupational Health Service relocates to Regent Point

Newcastle Occupational Health Service (NewcastleOHS) has successfully completed a relocation of its main base to the Ground Floor of Regent Point in Gosforth.

The move to a purpose built department has allowed significant progress in the provision of Occupational Health support across the Trust allowing employees to access Occupational Health support closer to their place of work.

ps. We are proud of our ‘back office’ at Regent Point.

The move means that the Occupational Health and Human Resources are collocated which has already resulted in streamlining of Occupational Health clearance as part of the recruitment process. We anticipate that the move shall further strengthen the working relationship between Occupational Health and Human Resources, facilitating a truly integrated response to supporting our staff to stay healthy at work.
Chaplaincy
Supporting People through dis-ease

The highlight of this year, for the Chaplaincy team, was the recognition given to their work by the CQC Inspectors, who made a number of references to the work of the Chaplaincy Department in their Quality Report.

They identified that the Trust has:

“An extensive multi-faith Chaplaincy service available within the hospital.”
and went on to say that

“We saw some examples of outstanding practice by the Chaplaincy.”
“We observed chaplains supporting patients and relatives. Patients and relatives said this was an extremely positive experience.”

and

“The Chaplaincy and Mortuary staff demonstrated examples of outstanding care provided to patients and their families.”
The Chaplaincy and Mortuary staff demonstrated examples of outstanding care provided to patients and their families

The CQC Inspectors picked out three examples to illustrate what they had seen:

• "A wedding arranged for a patient at the end of their life";
• "The communication made by the Chaplain at the Freeman Hospital to Malaysia Airlines to advise of the urgency to bring the relative of a terminally ill patient to Newcastle as soon as possible"; and
• "The Chaplaincy held a range of Memorial Services throughout the year including the Children's Heart Unit, Haematology, Motor Neurone Disease Unit and we saw positive feedback following these Services."

During the year Chaplains and Chaplaincy volunteers were also involved in:

• Developing links with the Newcastle East Foodbank by encouraging staff to support this community initiative by being a donation point for children's coats on the run up to Christmas and Easter Eggs at Easter for the Foodbank to use in the community. Staff across the Trust 15 bags of clothes and over 200 Easter Eggs. In return the Trust received an average of 300 specific patient referrals a month during the year. In a similar way much of the staff support goes unrecorded and is delivered in a range of settings. The department followed up specific requests for more formal support and on a very frequent basis.

• Supporting the Dementia Care Team by encouraging people to knit (and in the case of three volunteers knitting) comfort dolls and hand muffs for use with patients on the Wards:

In essence much of this work is done in terms of informal contacts on the Wards, the corridors and in the Chaplaincy areas of the hospitals; however the Department received an average of 300 specific patient referrals a month during the year. In a similar way much of the staff support goes unrecorded and is delivered in a range of settings. The department followed up specific requests for more formal support and on a very frequent basis.

The Chaplaincy Department consists of four whole time and three part time staff together with a team of Volunteers who provide a 24 hour 7 day a week on call service. The latter are to be truly commended.

Creating an inter-faith and cultural celebrations calendar for the Paediatric Wards and Clinics at the Freeman Hospital. The calendar highlights major festivals across six world faiths, with suggestions for child focused activities that are appropriate and accessible to children in a hospital setting.

• Ensuring Religious, Spiritual and Cultural needs are taken seriously across the organisation;
• Providing specialist care that enhances the sense of wellbeing and dignity of patients, their families and staff; and
• Providing "safe space" (physically and emotionally) for patients/ families/carers while they face the effects of illness, change and crisis on their lives and for staff as they support those patients/ families and carers.

St. Luke's Chapel, Royal Victoria Infirmary
Anyone above the age of two can be treated by skilled healthcare professionals in our city’s Walk in Centres.

As the name ‘Walk in’ suggests, you can simply ‘walk in’, without an appointment and you can usually be treated more quickly than in an A&E Department.

Treacey Kelly, Matron for Newcastle’s Walk in Centres explains: “Our Walk in Centres are run by experienced Nurse Practitioners who are well-placed to deal with less serious injuries and ailments, quickly and efficiently. They can prescribe certain medications and have direct access to the Emergency Department team for support and advice should they need it.”

Children with a more serious injury or under the age of 2 years should go straight to the Children’s Emergency Department at the RVI.

Great North Trauma Centre is a Level One Trauma Centre. Level One Trauma Centres are required to have access to a certain number of specialists on duty 24 hours a day including:

- Emergency Medicine
- Cardiothoracic Surgeons
- Orthopaedic Surgeons
- Neurosurgeons
- Plastic and Reconstructive Surgeons
- Vascular Surgeons
- Anaesthetists and Intensivists
- Radiologists including Neuroradiologists
- Oral and Maxillofacial Surgeons
- Critical Care Specialists
- Rehabilitation therapists and doctors

Having rapid access to all these specialists can make the difference for patients with multiple, potentially life-changing injuries like those suffered by Gordon Parratt from Wakefield.

Did you know...

Around a quarter of all emergency patients we see in Newcastle are infants and children – that’s around 80 every day.
There are times when we may well find ourselves needing to access our local NHS for urgent and emergency situations. There are lots of different local NHS services you can use if you need health advice or treatment. Please ONLY use the 999 service for serious health emergencies which include: a major accident, breathing problems, severe chest pains, unconsciousness, suspected stroke or severe blood loss. A&E or 999 – for serious emergencies only. You can find where these are by visiting the NHS Choices website: www.nhs.uk and searching for the nearest Centres by entering your postcode.

Emergency and Urgent Care Centres across our immediate catchment area

Key:

- RVI’s Great North Trauma and Emergency Centre
  - Royal Victoria Infirmary, Newcastle upon Tyne

- A&E
  - Emergency and Urgent Care (A&E)
  - Northumbria Hospital, Northumberland Way, Cramlington, Queen Elizabeth Hospital, Sheriff Hill, Gateshead, South Tyneside District Hospital, Harton Lane, South Shields, Sunderland Royal Hospital, Kayll Road, Sunderland.

- MIU
  - Minor Injury Units at Alnwick, Berwick, Blyth and Haltwhistle

Walk-in Centres:

1. 24/7 Walk-in Service at Wansbeck General Hospital, Ashington
2. Walk-in Service at Ponteland Road Health Centre, Newcastle
3. Walk-in Service at Battle Hill Health Centre, Wallsend
4. Walk-in Service at Molineux Street in Byker, Newcastle
5. 24/7 Walk-in Service at North Tynedale General Hospital, North Shields
6. Walk-in Service at Westgate Road Walk-in Centre, Newcastle
7. 24/7 Walk-in Service at Hexham General Hospital, Hexham

Northumberland:
- Hexham General Hospital
  - Hexton
  - 0151 445 2171
  - Open 24/7

Gateshead:
- Gateshead Walk-in Centre
  - Queen Elizabeth Hospital
  - 0191 445 2171
  - Open 24/7

Blaydon Walk-in Centre
- Shinburn Road
  - 0191 283 4699
  - Open 8am to 10pm, seven days a week.

North Tynedale:
- Battle Hill Walk-in Centre
  - Wallsend
  - 0191 295 8520
  - Open 8am to 8pm, seven days a week.

There are many other Walk in Centres across the Region. You can find where these are by visiting the NHS Choices website: www.nhs.uk and searching for the nearest Centres by entering your postcode.
THE GREAT NORTH CHILDREN’S HOSPITAL

Newcastle upon Tyne Hospitals NHS Charity (reg. 1057213)
Great Services

2015/2016 has been an outstanding year in more ways than one for the Great North Children’s Hospital (GNCH). The Care Quality Commission (CQC) rated our GNCH as outstanding, currently the only dedicated children’s hospital in the country to achieve this rating. This rating is attributed to the fantastic range of world class services we offer, delivered by our dedicated staff and our commitment to leading the way in child health through innovative services and research provision. We have delivered high quality care to all our service users despite facing extreme challenges from winter pressures.

Our Bone Marrow Transplant Unit; one of only two centres in the country to provide care and treatment to children and young people with complex and unique conditions; was highlighted in the CQC’s report for ‘Outstanding’ practice with the inspectors stating:

“The children’s bone marrow transplant unit worked closely with adult services based at the Freeman and other specialists in the UK and Europe to determine the best course of action for every child and young person.

Parents felt well informed about their child’s condition and treatment. They knew all of the details and could explain what was happening and when.

Staff also ensure families are active participants in their child’s care and treatment. For example, consultants involve families during meetings with international colleagues to ensure parents were fully conversant in discussions that often related to new and innovative techniques. In some cases, staff show parents how to administer medication.

Parents told us staff understood the impact the condition and treatment had on their children and provided emotional support.

The liaison team supporting bone marrow transplant patients arrange ‘halfway house’ accommodation for families from outside of the region and co-ordinated arrangements for international patients.

The liaison team from the bone marrow transplant unit have developed an open access pathway so post-transplant patients could access urgent care quickly and safely. Children and young people presented their unique passport upon arrival in A&E, which included all information pertaining to their condition and any ongoing treatment.

The team had worked with other Trusts across the country, to ensure a smooth transition. Representatives from the team have presented the pathway to colleagues from across the world at the most recent European Bone Marrow Transplant conference in Istanbul. Feedback from families about the passport was very positive.”

No wonder our Bone Marrow Transplant Unit was cited as Outstanding!

Not Just Newcastle

The GNCH treats patients, not only from the North East and Cumbria, but from the rest of the UK, Europe and, in some cases, worldwide, and in addition clinicians hold outreach clinics across the country for those children who live outside of the region.

We are constantly seeking to improve services for our service users across the region, to help streamline services and centralise paediatrics. During 2015/16 preparations were made for Paediatric ENT services to move from Ward 11 at the Freeman Hospital site to Ward 8a at the GNCH.
Children and Young People at the Heart of Everything we do

The GNCH has a Young People’s Advisory Group which is made up of approximately 40 young people aged between 12-19 which meet monthly to provide feedback on patient information and research projects. The young people can obtain a young achievers award while attending the group.

The Trust’s consent policy includes a section specifically about children and young people and the consent process actively encourages children and young people to be involved in decisions about their care.

Responses from teenager cancer patients from a ‘So How Are We Doing’ survey were very positive. 100% of responders said, overall, they were given enough support from the team looking after them and 90% said they were given enough information about their condition at the time they were first diagnosed.

We have clinical nurse specialists across a wide range of services, supporting children and young people with long-term, complex medical conditions, including leukaemia, solid tumours and burns. The Children and Young People Oncology Outreach Nurse specialist team (CYPOON) cared for children and young people receiving end of life care. Feedback from the CYPOON parent experience survey described the service as ‘excellent’.

During the year, children and young people were involved in the assessments to achieve ‘You’re Welcome’ accreditation and the Children and Young People’s Diabetes Service achieved the ‘You’re Welcome’ re-accreditation. The Department of Health assessments include a set of quality criteria to ensure young people receive health services that are friendly, inclusive and supportive of their health needs. Assessors reported:

“Both adult and young verifiers were impressed with the level and range of Young People’s engagement and involvement you undertake within the Diabetes service. We found the staff and the physical environment to be very young people friendly and you all deserve the accreditation”.

The team also achieved ‘Investing in Children Membership’ which celebrates examples of imaginative and inclusive practice. The membership body stated:

“...it is very abundant that children and young people are involved in shaping the service and are listened to as much as it is possible to.”

“We are particularly impressed with the work the team have been involved in around Type 1 Kidz [T1KZ] a project for children, young people and families living with diabetes, facilitated by Investing in Children... T1KZ also came runner up in the Bright Ideas in Health, NHS Innovations Awards. “

Young people from the Teenage Cancer Unit were involved in making a DVD, designed to welcome new patients to the unit, which included information ranging from what to eat and taking your own temperature and the GNCH recently featured on CBBC when two children came to visit as part of a series called ‘All over the Workplace’.

The programme looks at different types of jobs available as young people begin to think about their future careers, and in this episode - ‘Doctors’ - they met a GP based in Newcastle, and one of our Consultant Paediatric Intensivists and Co-Clinical Director Dr Iain Johnstone.

The GNCH also utilises the services of the Clown Doctors programme which offers an impartial way of entertaining, supporting and empowering children. This is undertaken through performing arts such as storytelling, music, improvisation and clowning to engage the children and to help them come to terms with their situation using humour and play.
Heading up Research

It has been clearly demonstrated that organisations who deliver the best health care outcomes for their patients actively engage in research. Here at GNCH we are at the forefront of cutting edge research and are committed to leading the way and embedding research into everything that we do.

Newcastle’s Children’s Bone Marrow Transplant Unit have discovered a pioneering new treatment to tackle complications that can arise from stem cell transplants. The new procedure will tackle GVHD, an often fatal complication of stem cell transplantation, when the transplanted cells attack the patient. The breakthrough came after all typical treatments for GVHD on a child who had a transplant for Severe Combined Immunodeficiency (SCID), had failed. SCID is a condition where children are basically born without an immune system. The condition is fatal and the only effective treatment is a stem cell transplant.

Research at Newcastle’s Children’s Bone Marrow Transplant Unit is supported by charity, The Bubble Foundation, which helps fund the research needed. Since the charity was founded, survival rates have increased from 50 per cent to around 90 per cent.

To embed research within GNCH a new initiative was launched in January 2016. Each Ward and Department associated with GNCH were asked to nominate a research champion, champions are not part of the research team but a member of staff who works on the Ward or Department and who can champion research with colleagues, patients and visitors, we now have 29 named champions and most Wards now have research boards located across GNCH providing information to all.

In keeping with our desire to improve child health outcomes across the region and beyond the GNCH had a vision to create a Great North Children’s Research Community GNC-RC, the Community would bring together individuals and organisations who have an impact on child health and their families who have an interest in research. In June 215 the Community began and has now some 219 individual members representing over 40 different organisations from, health, academia, education, local authority, small businesses, arts and humanities, voluntary and third sector organisations.

A number of collaborative projects are being pursued along with a regional approach to prioritising child health research themes. Members of the YPAG group are part of the community and their input is valued. We plan to continue to continue to grow the community and work collaboratively to deliver the best health outcomes for our children and young people.
Enhancing care for critically ill children

Child healthcare experts in the North East are delighted to announce a major boost to the region’s specialist Paediatric Intensive Care retrieval service with the launch of NECTAR – North East Children’s Transport and Retrieval

During 2015/16 the North East Children’s Transplant and Retrieval (NECTAR) service was developed with its official launch on Friday 15th April 2016, proudly hosted under the umbrella of the Great North Children’s Hospital. The life-saving service is housed in a new purpose designed headquarters with two brand new, hi-tech ambulances serving as mobile intensive care units.

NECTAR ensures that critically ill children (from birth to 18 years of age) are transported rapidly by an expert team to one of the Paediatric Intensive Care Units (PICUs) we have here in the North East: the Great North Children’s Hospital at the Royal Victoria Infirmary (RVI), the Children’s Heart Unit at the Freeman Hospital in Newcastle and the James Cook University Hospital in Middlesbrough. Members of the NECTAR team have extensive experience and training in providing expert care for critically ill children.

NECTAR will be transferring over 300 critically ill children each year with the demand still rising. These are children, infants and even new-born babies who are extremely unwell with conditions such as organ failure, life-threatening heart problems, traumatic injuries and severe respiratory illnesses. The service provides 24/7 Consultant led telephone advice, triaging and decision support to clinicians throughout the region dealing with critically ill children.

The service will also deliver outreach education through regular case review meetings with DGHs, regional multi-disciplinary study days and simulation training programme at the state of the art simulation facilities at NECTAR HQ.

The NECTAR website is under development and will host information for families, guidance documents, drug calculator guidelines and details of patient care pathways aimed to drive excellence region wide.
Back where it all began...

SOPHIE Proud battled back from the brink becoming the first baby in the UK to survive such an early birth.

Born weighing the same as a bag of sugar, miracle baby Sophie Proud is now helping newborns just like herself.

Battling Sophie was born just 24 weeks into her mum's pregnancy and became Britain's first baby to survive such an early birth.

The 20 year old hit the headlines after she came into the world weighing just 1lb 7oz at Newcastle's Royal Victoria Infirmary Special Care Baby Unit.

She went through open-heart surgery, an operation on her eyes, 10 bouts of pneumonia, blood poisoning which almost cost her a hand and collapsed lungs.

Yet Sophie defied the odds to make an amazing recovery.

Now two decades on A* student Sophie studies paediatric nursing at Teesside University and is doing a placement on the same Newcastle neonatal intensive care ward where she spent 16 weeks fighting for her life.

She said: "I’ve loved every minute of it. It’s strange to stand next to an incubator where I once was, but it’s been a dream come true to work with the team here, including some of the doctors and nurses who saved my life."

"It’s also been amazing to speak to parents here on the unit as I know it’s really hard for families with premature babies living day to day. I can tell them that I was in one of these cots 20 years ago and give them a bit of hope."

Dr Nick Embleton, a consultant neonatologist who was a registrar on the unit when Sophie was born is delighted to see her here for a placement.

He said: "It’s always wonderful to see babies we have cared for and been so concerned about pulling through and getting home to their families. But with Sophie, it’s extra special.

"It is a privilege to still be in contact with Sophie 20 years on and to see how she has grown from a baby who we feared was not going to survive, into an amazing young woman who is achieving so much with her life."

Sophie also works as an ambassador for Tiny Lives, tirelessly fundraising for the charity that funds a wide range of vital equipment, specialist training and research as well as emotional and financial support for families on the Neonatal Unit at the RVI.

She has done this since she was just six years old.

Dr Alan Fenton, another consultant neonatologist on the unit who cared for Sophie, said: "Her passion towards fundraising and raising awareness about issues concerning premature birth after what has happened to her can only be placed under the heading of inspirational - and that’s not a term I use lightly!"

Newcastle’s neonatology experts treat around 750 premature and seriously unwell babies every year, often looking after more than 34 babies at any one time.

The Unit is a "level 3" (the highest level possible) neonatal intensive care unit (NICU), which means that it provides neonatal intensive care, high dependency, and special care facilities.
The MediCinema at the RVI was the first purpose-built hospital cinema in the UK
MediCinema is a registered charity that has formed a unique partnership with the health sector and film industry. It works in UK hospitals and places of care to build cinemas and bring the latest movie blockbusters to patients, their carers and families – completely free of charge. The facility was developed after the RVI formed an alliance with MediCinema and the installation of the MediCinema was made possible by the generosity and support of a number of organisations and companies in Newcastle, including Fenwick and the Newcastle Healthcare Charity.

A visit to MediCinema is a unique experience providing therapeutic benefit to patients by relieving the stress and boredom of a hospital stay. Patients can find out details of the film programme and screening times from their ward staff. The MediCinema team also visits wards on screening days to give patients information and issue tickets.

MediCinema screens the latest box office releases – generously donated by the major UK film distributors – on a big screen. The facility provides a genuine cinema-going experience with the added reassurance of knowing that nursing staff are in attendance throughout.

The MediCinema at the RVI was the first purpose-built hospital cinema in the UK and comes complete with:

- Digital projection;
- Big screen;
- Dolby surround sound;
- RealD 3D technology;
- Tiered seating; and
- Specialist cinema lighting.

The MediCinema at the RVI is a state-of-the-art, purpose-built cinema which comfortably accommodates 54 seated visitors, four wheelchairs and four hospital beds, providing respite and entertainment through regular easy-access screenings.
New life for derelict Newcastle site after plans unveiled by developers

By Craig Thompson
Chief Reporter
craig.thompson@trinitymirror.com
@craigjourn

A DERELICT former hospital site in a prominent city location is to be re-developed after a partnership between developers and a health trust.

The former Sanderson Hospital site in Gosforth has been disused for more than 15 years but the Newcastle-based Malhotra Group is to redevelop the site as a joint venture with its owners, the Newcastle upon Tyne Hospitals NHS Foundation Trust.

Plans for the site have been developed by Newcastle’s Ryder Architecture and centre around a polyclinic containing diagnostic facilities, treatment rooms, GP surgeries and associated shops.

It is envisaged that around 200 people will work on the site if the plans get the go-ahead.

A spokesman for the Malhotra Group said: “The proposed scheme signifies a major investment for both partners and, once completed, the site will provide jobs for up to 200 people.

“Consultation with local community representatives will take place during April before the full planning application is submitted to Newcastle City Council. Further details will follow as part of the consultation process.”

The site, at Salters Road, was formerly occupied by Sanderson Hospital, which was built in 1897 as a home for destitute children before being more latterly occupied as a care facility for the elderly.

Construction firm Wimpey received planning permission to build houses and flats on the sites in 2011, despite large numbers of protests that led to its plans being revised a number of times.

But the firm pulled out of the scheme in 2013, saying a slump in the property market during a lengthy planning battle had made its development uneconomic.

Consultation with local community representatives is to take place during April before a full planning application is submitted to Newcastle City Council. Further details on the development will follow as part of the consultation process.

EDITORIAL FROM THE CHRONICLE
The next phase of demolitions at the RVI shall take place during 2016/17 as part of the continued redevelopment of the hospital site. The demolitions will create the space to allow a new Multi Storey Car Park to be developed containing 893 spaces. The site sits adjacent to Leazes Park and the Peacock Hall, part of the original hospital dating from the turn of the 20th Century.

The key aim is to rationalise car parking across the site to free up other sites for development. Planned as a staff car park, it allows the existing Multi Storey Car Park on site to act as a public only car park, allowing for a better traffic through-flow and relieving traffic along the busy Queen Victoria Road at the front of the hospital. The building also contains highly specialist clinical shell space and a generator house, again key to our continued development of the site.

Work is intended to commence early in 2017 and to complete during the Summer of 2018.
Peacock Hall, Royal Victoria Infirmary
The year has seen the Trust continue to progress and develop its strategic capability in support of the informatics agenda.

The Trust continues to enhance its underlying technical infrastructure to enable greater resilience and flexibility in meeting the demands of the service. For example a full review of the database storage structure across the Trust has led to significant improvements in performance, security and resilience. The Trust has restructured its clinical document storage providing greater security and accessibility for the c. 20 million documents held along with delivering electronic signing across the organisation.

The Trust is playing a key role in the local interoperability process, including the ‘Connected Health Cities’ and the ‘Great North Care Record’ projects. The Trust is working closely with other organisations within the local health economy to ensure relevant clinical information is shared securely across health and social care partners in order to improve the care delivered to our patients. The ChemoCare cancer prescribing solution has been successfully rolled out to providers in Northumberland, North Cumbria, Gateshead and South Tyneside during the last year. The Trust will be looking to implement the Medical Information Gateway (MIG) during 2016, which will allow Trust clinicians to securely access patient’s primary care notes. The Trust has improved the electronic communication with GPs through the secure electronic distribution of discharge letters which has resulted in improvements in security, efficiency and reduced costs.

The Trust continues to collaborate with Cerner as a development partner and the first benefits of this relationship will be the delivery of an improved outpatient module which will deliver benefits to efficiency and data quality.

Inside the Trust IM&T will be supporting the move to paper-light status in a number of areas including the Emergency Department. The continuing use of technology to support the delivery of outstanding clinical care is evidenced in the roll out of electronic prescribing to the Great North Children’s Hospital, the use of the ‘Florence’ messaging technology to enable text based remote monitoring and support of patients, for example medication reminders, and the use of hand held devices by community palliative care nurses to enable more effective delivery of care out of hospital. In the coming year the Trust will develop electronic tools that will aid the detection, monitoring, surveillance and response to deteriorating patients through the use of electronic observation charts, tracking boards and automated alerts.

The Trust has undertaken a number of demand and capacity exercises and continues to refine its analysis and modelling expertise in order to support operational management and the transformation agenda. The Information Services department has reviewed all routine processes and will implement a number of improvements to enable greater efficiency and flexibility in order to meet the increased volume and complexity of demands made upon it.

In summary the year saw continued developments in the use of technology to support patient care across the Trust and greater levels of collaboration with stakeholders across the local health economy. There remains more to do in order to meet the paper light and interoperability agenda and to this effect a revised strategy and roadmap is being developed to take us forward over the next five years.
Review of the Year 2015/16

Trusts Strategic Goal
In partnership with Newcastle University, and relevant others, to be nationally and internationally respected as a leader of high quality research and development, which underpins the quality services that we deliver.

Clinical Trial Performance
Newcastle ranks 1st in the top league of Trusts for % of Closed Commercial Trials Recruiting Patients to Time to Target in 2015/16.

Patient Recruitment
Newcastle recruited 16,414 patients to trials in 2015/16, (12,122 Portfolio Studies).

Research Process Review
Over the last year we have delivered phase 1 of the research review and aim to deliver phase 2 by October 2016. This will streamline the research process making Newcastle more efficient.

Research and Innovation Hub
In June we moved into the Newcastle Research and Innovation Hub. This will be operational in October making us more outward facing and business orientated.

Patient Public Involvement (PPI)
Newcastle recruits its 1st Patient Research Ambassador as part of the Involvement4Access project.

Research and Innovation
Newcastle is the only UK partnership (University/Trust) to have secured both an NIHR Diagnostic Co-operative (DEC) and an MRC/EPSRC Molecular Pathology Node.

The Workforce
Enhancing research capability in our workforce including non-medical clinicians is a priority.

Commercial Research
Newcastle ranks top in England in 2015/16 for the amount of Commercial Portfolio Studies open to patients.

Global and European First Patient to Study
MVAD implantable heart pump study – Global First
DMD treatment Study – European First
TDF evaluation study – UK First

Research & Development

<table>
<thead>
<tr>
<th>Year</th>
<th>Income (£000s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-11</td>
<td>18,043</td>
</tr>
<tr>
<td>2011-12</td>
<td>19,003</td>
</tr>
<tr>
<td>2012-13</td>
<td>22,172</td>
</tr>
<tr>
<td>2013-14</td>
<td>29,696</td>
</tr>
<tr>
<td>2014-15</td>
<td>34,039</td>
</tr>
<tr>
<td>2015-16</td>
<td>34,841</td>
</tr>
<tr>
<td>2016-17</td>
<td>34,730</td>
</tr>
</tbody>
</table>
Newcastle upon Tyne Hospitals NHS Foundation Trust continues to be at the forefront of research in the UK

In partnership with Newcastle University and Northumberland, Tyne & Wear NHS Foundation Trust, NuTH delivers clinical research brought together as Newcastle Academic Health Partners. NuTH is nationally and internationally respected as a leader of high quality research and development which underpins the quality services that we deliver.

In 2016, after Professor John Simpson the R&D Director was appointed as Dean of Translational Research in the Faculty of Medical Sciences, Dr Alan Bagnall was appointed as R&D Director.

For the 5th year running Newcastle has topped the league table for the quantity of National Institute for Health Research (NIHR) portfolio research studies that it has open to recruitment (514, an increase upon the previous year). Newcastle Hospitals has recruited 16,414 patients into clinical trials in 2015-16 (12,122 NIHR Portfolio studies). Furthermore, Newcastle upon Tyne Hospitals NHS Foundation Trust ranks top in England in 2015-16 for the number of commercial portfolio studies open to patients. This clinical trials volume ensures that NuTH patients have access to cutting edge treatments and ensures that we have the best outcomes. Not only do we have large numbers of clinical research trials open to recruitment for our patients to participate in, but Newcastle ranks first for the percentage of closed commercial trials recruiting patients to time and target in 2015-16, confirming our ability to deliver research.

Newcastle upon Tyne Hospitals NHS Foundation Trust is also leading the way with regard to innovation in research; Newcastle is the only UK partnership (Newcastle University/NuTH) to have secured both an NIHR Diagnostic Evidence Co-operative (DEC) and an MRC/EPSRC Molecular Pathology Node, putting Newcastle and the North East at the forefront of diagnostic development and evaluation.

In the last year we have had one global first, a European first and a UK first.

NuTH has shown its commitment to research and the members of its staff who deliver its research by investing in the Newcastle Research & Innovation Hub. This facility based next to the NIHR Clinical Research Facility will act as the front door supporting researchers and innovators in Newcastle who wish to realise their ideas. This Hub will be operational in October and ensure that Newcastle is outward facing, business orientated and customer focussed.

Over the last year our research capability throughout our work force has been enhanced with the appointment of Elaine Coghill, Head of Nurses, Midwives and Allied Health Professionals (NMAHP) Education, Practice Development and Research, who working with colleagues has focused upon developing the next generation of NMAHP investigators and raising awareness of research throughout the entire workforce.

NuTH has shown its commitment to research and the members of its staff who deliver its research by investing in the Newcastle Research & Innovation Hub

Julia Newton
Associate Medical Director for Research, NuTH
Director: Newcastle Academic Health Partners

Review of the Year 2015/16 133
The Northern Retrieval Centre is a new enterprise housed in the Freeman Hospital. This unit will perform analyses of joint implants removed at time of revision surgery after failed hip / knee / ankle / shoulder replacement.

With the ageing generation and with joint replacement being offered increasingly to a younger population there has been a substantial rise in both primary and revision surgery (http://www.telegraph.co.uk/news/science/science-news/12179653/Sporty-baby-boomers-spark-surge-in-hip-replacements.html).

Demand for greater implant lifespan and improved implant performance necessitates continued design improvements. As part of this, examination of the implant removed at the time of revision (exchange) surgery will inform the design engineers / scientists / surgeons and result in better future joint replacements. We are fortunate to have existing expertise in the mechanics and tribology (patterns of wear of materials) in the North East. The Freeman Hospital is ideally placed to offer a comprehensive service regionally and is already working closely with colleagues in several hospitals, locally and further afield, to deliver implant-specific and collaborative knowledge on both end of life implants and premature failed joint replacement components. Bringing together this expertise and working closely with our colleagues at Newcastle University, the unit will perform analyses using state of the art technology not routinely offered on the NHS pathway. Such information will enable the development of a repository of knowledge and provide an early warning system for failed devices. We believe this unit will offer a comprehensive service, initially for orthopaedic devices, but ultimately extend to other surgical components and advance our understanding of why implants both fail and succeed. We strive to offer a comprehensive mechanical, tissue, tribological focused clinical research service. The unit has been supported through generous grants from RCF, the Academic Health Science Network, the William Leech charity (http://www.williamleechcharity.org.uk/) and Newcastle Charitable Fund Trustees.