IMPROVING YOUR CARE
The Department of Health have published league tables on the quality of hospital food, based on ‘PLACE’ data, as well as the final report of the Hospital Food Standards Panel. This report recommends five required food standards for hospitals. The data on the quality of hospital food will be rated using a traffic light system.

Hospitals score on average eight out of ten for their non-clinical services with cleanliness amongst the highest average scores – nine out of ten. The four areas covered by the assessment are cleanliness; condition; appearance, and maintenance; privacy dignity, and well-being; and hydration.
This is how The Newcastle upon Tyne Hospitals NHS Foundation Trust compared to other Trusts in the North East & Cumbria.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Cleanliness</th>
<th>Food</th>
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<tbody>
<tr>
<td>The Newcastle upon Tyne Hospitals NHS Foundation Trust</td>
<td>99.46%</td>
<td>90.28%</td>
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<tr>
<td>North Cumbria University Hospitals NHS Trust</td>
<td>86.79%</td>
<td>86.13%</td>
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<tr>
<td>Gateshead Health NHS Foundation Trust</td>
<td>98.93%</td>
<td>86.10%</td>
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<tr>
<td>Northumbria Healthcare NHS Foundation Trust</td>
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<td>92.99%</td>
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<tr>
<td>City Hospitals Sunderland NHS Foundation Trust</td>
<td>94.73%</td>
<td>75.62%</td>
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<td>South Tees Hospitals NHS Foundation Trust</td>
<td>99.76%</td>
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<tr>
<td>County Durham &amp; Darlington NHS Foundation Trust</td>
<td>98.22%</td>
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<td>South Tyneside NHS Foundation Trust</td>
<td>97.11%</td>
<td>87.76%</td>
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Hospitals score on average eight out of ten for their non-clinical services with cleanliness amongst the highest average scores.
A key priority over last year has been to build upon previous achievements, and to ensure that in Newcastle we continue to deliver high quality care to all of our patients in the many settings across the city.

Following the launch of the most recent Nursing and Midwifery Strategy in 2013 (Proud of Nursing and Midwifery in Newcastle Compassion, Quality, and Excellence in all we do 2013 – 2016), our continued focus has been on demonstrating and delivering compassionate care. We have much to be proud of:

Seeking and Measuring Patient Feedback

In seeking and measuring patient feedback, we have introduced the NHS Family and Friends Test across all of our Adult Inpatient, Emergency Departments and Maternity areas. All patients in these areas are provided with the opportunity to tell us if they would recommend our services to their friends and family if they needed similar care or treatment, and comment on why this is.

Results are displayed on Wards’ and Departments’ “Knowing How we are Doing Boards”, and are available on the Trust internet and intranet pages. All free-text comments are collated, and available for review by Ward Sisters and Matrons and the Multidisciplinary Team and staff on the wards. Directorates are also provided with a thematic analysis of their comments, to enable them to identify areas for improvement. Patients have the opportunity to comment on the reasons for their response, and this is providing very rich data, the majority of which is positive. An example of the feedback received is:

“We receive positive feedback about our Nurses and Midwives in a number of ways, and the National Inpatients’ Survey results for 2013 again give positive messages about our nurses, and the care patients receive. Within the survey, there are six questions directly related to nurses. It is highly encouraging to note that, for all six questions, the Trust performed significantly better than the average. Comments received in relation to nursing include:

“Everybody very friendly, very dedicated. Care so much about the patients, always make time to talk, very understanding to needs of people. Can’t find the words, really just outstanding. Helped me so much with my fear of Hospitals. Lovely lovely people” 

“When I was in hospital for my kidney stones there was one nurse who was a real diamond nothing was a bother and she was always smiling and really friendly and also put you at ease what a star”.

“The nursing staff particularly very caring and honest with me during my stay in hospital the nursing staff, I think work very hard and they show that they work under great pressure at times”.

84 Review of the Year 2013/14
Improving Patient Experience

There are many examples of Nurses and Midwives leading changes in practice to improve the patient experience. Examples of some initiatives include:

- The Emergency Department, and Children’s Services, have reorganised the way emergency patients are triaged through a single point of access, and then directed to the most appropriate area for review, observation, or admission.

- Urology has developed a community nurse stoma care service that enables early discharge and robust community support. The service has also developed a new nursing role to meet the needs of the more complex patients with functional urological symptoms. This new service provides patients with an immediate point of contact, and avoids unnecessary delays for patients awaiting outpatients’ appointments.

- ENT has developed a multi-disciplinary discharge document, for Head and Neck cancer patients to ensure that discharge is safe, and to prevent readmissions.

- Dermatology has extended the opening hours of the Phototherapy Unit based on service user feedback.

- Many areas can provide examples of reasonable adjustments being made to meet the needs of individual patients, for example: Care of the Elderly wards have facilitated elderly couples sharing a double cubicle when they have both needed to be admitted to hospital.

- Plastic Surgery facilitated the treatment of a patient with very complex needs, and challenging behaviours, and who had previously refused treatment, to be admitted straight to theatre accompanied by familiar carers. This was achieved through liaison with a range of agencies including the North East Ambulance Service, Independent Supported Living providers, GP and hospital Nursing and Medical staff.

A more specific example of the success of our Nursing Teams is evident in Cancer Services. Despite an increasing incidence of cancer, many patients’ experiences of care have been enhanced. The National Cancer Patient Experience Survey results were published in August 2013, and 92% of respondents rated the cancer care they had received in the Trust as excellent. Patients felt that their privacy and dignity needs had been met, and that they had confidence in the Ward Nurses and Nurse Specialists.

Specific feedback, in relation to patients being offered the right amount of information at the right time, is being addressed by the Nurse Consultant Cancer Services. The Northern Centre for Cancer Care hosts a Macmillan Cancer Information and Support Centre, where patients and their carers can access information. A similar model is being developed to support anyone attending the RVI, ensuring equity across the Trust.

Nurse-led ‘Health and Well Being’ clinics are being piloted within cancer services. Patients and their carers, who are coming to end of their treatment journey, have been invited to attend tumour site specific events. To date these have been run for breast, colorectal, and prostate cancer patients and have evaluated exceptionally well, with patients feeling more supported and informed, to live with, and beyond, their cancer diagnosis.

“Nurses were easy to talk to & helpful”

“One nurse in particular was very understanding of my pre-operation nerves, and helpful with my needle-related phobias. When I was upset, she took the time to sit with me privately and talking to me. I have rarely received this level of attentive care before, with relation to my mental-health issues, and it was very helpful.”

“The nurses on my Ward especially the student nurses were very friendly and caring”
• The introduction of ‘Who’s Who’ posters at the entrances to wards, so that patients and other service users can recognise senior staff on the ward, and understand the role of each member of the team by what uniform they are wearing.

• In Women’s services, one of the Sisters has established a ‘buddy group’ for parents with children being cared for on the neonatal unit at the RVI. This nurse led initiative reduces parental anxiety, by offering and accessing peer support, and enables the parents to better cope with caring for their baby and the wider family.

• Building on last year’s establishment of a Trust wide Acute Oncology Service, the team has implemented a 24 hour single triage contact point for patients requiring advice whilst undergoing treatment of their cancer. This has provided a standardised approach, and simplified the process for patients, whilst at the same time enabling safe and timely information. In addition to this, the team has developed a patient alert flagging system, so that any patient who is currently on cancer treatment and is admitted to the Trust, can be seen in a timely manner by the Acute Oncology Team.

• Women’s Health has developed a leaflet specifically for women with learning disabilities attending for colposcopy. This has been recognised, both nationally and internationally, with the Nurse Practitioner Jilly Goodfellow being asked to present this work at a National conference.

• The Nurse Specialist for Parkinson’s Disease has been working with the Practice Development Team to ensure that processes are in place to ensure that patients receiving medication for Parkinson’s disease receive the drugs in a timely manner, as missed or late doses have a significant impact on symptoms. The work has included laminated signs in all wards and departments, around the need to deliver these medications on time, ensuring supplies of Parkinson’s medications in all emergency drug cupboards, electronic prescribing, and the use of alert cards for patients.

In early 2013 a small project group, led by the Nurse Consultant for Vulnerable Older Adults, submitted a successful application for Department of Health Capital monies to improve the environment for people with Dementia and their carers. The funding was allocated to the Trust to redesign all the day areas in Older People’s Medicine, together with a small number of other specific areas. All the day areas now have a consistent and high quality specification, and incorporate principles of good Dementia care design wherever possible, e.g. colour contrast, homely feel. Space permitting, some incorporate a dining area. Specialist lighting has been installed that can be set to reflect natural lighting in the morning/afternoon/evening. This assists in maintaining the body’s circadian rhythms, which in turn reduces the chances of disorientation associated with disruption to one’s body clock. Pictures have been chosen from a local gallery. All are of local, or local historical, interest and provide a focal point for patients and relatives entering the day room. My Life software has been purchased for each day room. This can be used for reminiscence and life story work, as well as for relaxation and simply occupying a patient’s time in a pleasurable way. An open week was held, giving staff from within the Trust, and a wide range of external stakeholders, the opportunity to see the new day rooms and share a cup of tea and a cake with patients and staff, and this was well received. Information about all the other work taking place in the Trust, to make the environment ‘dementia friendly’, was also on display.

To supplement improvements to the physical environment, a number of ‘activity boxes’ have also been purchased for the Directorate of Medicine with funding from the Newcastle Healthcare Charity. This is part of an initiative to provide person centred care for older patients requiring one to one care, in order to reduce the risk of harm associated with confusion, agitation, or falls. A number of health care assistants have been employed specifically with the remit of providing one to one care, and all are receiving bespoke training, which incorporates person centred care, communicating with people with dementia, and use of the various activities in the boxes.

Photograph: The Newcastle upon Tyne Hospitals NHS Foundation Trust
Quality

In order to continually achieve high quality care, we also need to consider how we deliver care. Innovation in practice has led to refreshed ways of working, with greater emphasis on collaboration and co-operation.

The Trust is working collaboratively with Macmillan Cancer Support to launch a Community Chemotherapy Service. Nurses are involved in designing and delivering this new service, to deliver chemotherapy and supportive care closer to patients’ homes.

A year on from implementing a number of new ways of working across the community, it is pleasing to report the achievements to date.

Nursing Home Support Team: This team provides responsive multi-disciplinary assessment and support, working in partnership with GPs and Nursing Home staff to prevent unnecessary hospital admissions, therefore improving the care and experience of residents in Nursing Home care. One year on, some 274 admissions have been avoided. A further expansion of the service, which incorporates collaborative and integrated working with GP colleagues, will enhance further the care of residents living in care homes.

Emergency Department Interface Team: This service introduced specialist nursing, complex case finding and assessment, into the Emergency Department. This service targets ‘at risk’ older people with complex health and social care needs. The aim is to case manage these patients to ensure they can be managed at home and avoid unnecessary emergency attendances.

Catheter Acquired Urinary Tract Infection Team: A team of nurses has been working to reduce the incidence of Catheter Associated UTI in local care homes. The project has demonstrated that engaging with staff, and ensuring evidence based approaches to care, minimises admissions to secondary care, and provides safe and effective care closer to home.

Specialist Palliative Care Rapid Assessment: Access to rapid specialist palliative care assessment and advice, either at the patient’s home or on arrival at Assessment Suite, has enabled appropriate patients to be cared for in a place of their choice. This is especially relevant for those patients nearing the end of their life and, again, enables care closer to home.

Intra Venous Antibiotics at Home: The introduction of this service supports the government agenda of releasing acute bed days, and also has enabled 7 day service. The service aims to:
- Deliver joined up care
- Empower Patients
- Deliver high quality, hospital standard, care closer to home
- This service fully aligns to the Clinical Commissioning Group (CCG) strategic plan.
- The service relies upon the skill and expertise of a small number of specialist nurses, supported by the District Nursing Teams

Family Nurse Partnership programme: This is a home visiting programme, introduced this year and offered to clients younger than 20 years of age and expecting their first baby. Family Nurses work intensely with clients, and their families, from early pregnancy until the child is 2 years old. This service does not replace midwifery care; rather it compliments it, but does replace the traditional Health Visiting model, until the child is 2 years old, for this cohort of young mothers. The aim of the programme is to:
- Improve the outcomes of pregnancy, by helping women to improve their prenatal health
- Improve children’s subsequent health and development, by enabling parents to provide more competent care for their children
- Improve women’s life course by planning subsequent pregnancies, finishing education, and finding employment

The Community Response and Rehabilitation Team (CRRT) is the result of the integration of key health services and pathways, in partnership with social care, to provide a comprehensive, short term multidisciplinary support service, which aims to work with primary care to minimise inappropriate admissions/readmissions to hospital and long term care, whilst promoting independence and positive outcomes for service users.

The team delivers an integrated health and social care model which centres around realignment and short term support, particularly for vulnerable people and those with long term conditions. The service aims to promote independence, health & wellbeing, and to reduce dependence on bed based care in hospital and long term care homes.

The aims of the service are:
- To provide rapid assessment for people at high risk of admission/readmission to hospital or emergency care admissions
- To maintain people with complex needs in their home
- To prevent avoidable hospital admissions
- To enable individuals achieve and maintain maximum levels of functioning, independence and autonomy
- To improve health and wellbeing
- To provide choice and control
- To maintain personal dignity and respect
- To use current resources effectively and efficiently
- To deliver seamless care across primary, secondary and social care

The National Inpatient Survey results for 2013 again gave positive messages about our nurses, and the care patients receive.
Empowering and Skilled workforce

To ensure our staff meet the needs of the patients, it is important, that we recognise the need for on-going development of a compassionate and knowledgeable workforce.

Our Senior Practice Development Nurse, in collaboration with the Trust’s Staff Development Team, has introduced a Health Care Assistant Academy. This is designed to provide Health Care Assistants with the skills and competencies they need to ensure they are prepared and able to deliver safe compassionate care.

The role of the Ward Sister is pivotal in relation to patient safety, satisfaction, and employee engagement. In Newcastle we are part of a national pilot project in Strengths Based Recruitment, in conjunction with the Shelford group of Hospitals. This is to ensure that we recruit great Ward Sisters, with the right strengths, into our Ward Sister posts. The early results are very positive, and plans are in place to roll out to Staff Nurse and Health Care Assistant roles.

The successful project to develop the role of Assistant Practitioner (Nursing) continues. This role has been internally developed, and professionally led, to train some of our very experienced support staff to work as part of a Ward and Department team, in support of the Registered Nursing workforce.

Excellence

A number of conferences, led by our Nursing teams, have been delivered over the past 12 months, demonstrating excellence in practice.

The Trust’s 16th Annual Nursing Conference was held in June 2014, at the Newcastle Centre for Life. This event has gone from strength to strength, and over 300 nurses and midwives attended. This year’s key note speaker was Dr Elaine Maxwell, a Trustee for the Florence Nightingale Foundation. Her talk about Nursing Past, Present, and Future, was very inspirational, and referenced the ever-changing NHS Landscape, demographics, and the two tiers of nursing, which has existed since the times of Florence Nightingale. John and Penny Clough, whose daughter was murdered as a consequence of domestic violence, gave a moving presentation of the effects domestic violence has had on their family, and also on Penny as a qualified nurse. This powerful presentation highlighted the importance of this issue for all in the audience and the need for this to be high on the agenda.

As in previous years, we received a number of high quality submissions for our Annual Achievement Awards for Excellence in Nursing Practice and Research, supported by The Newcastle Healthcare Charity and The Corporate Trustees. This year’s joint winners were; Jane Linsley, Midwife, for her work on the birth reflection service, which has become an essential aspect of the provision offered to women and their families. It is an information giving and explanation service allowing, the empowerment of women, which enables them to take the opportunity to reflect and review their birth experience and make a difference to their lives and possible future births, together with, Dawn Wilson, Specialist Community Public Health School Nurse, and Jacqui Smith, Health Visitor, for their work in the 0-19 service Hello Goodbye Initiative. Hello/Goodbye Events promote synergy between Health Visiting and School Health, and provide all school age children with a Universal Healthy Child Programme, through education and health checks, and being able to identify health problems early.

In May 2013, the Trust’s 13th Annual Critical Care Conference was held at St James Park. The day was divided into a series of lectures and interactive workshops, ending with the presentation of the Nursing and Physiotherapy Critical Care Achievement Awards. The purpose of this highly popular event is to educate and inform staff on new local and national initiatives, as current within the speciality. The intent is to ensure that our staff have the knowledge to support their delivery of updated, quality care.

The Trust’s 3rd Cancer Nursing Conference was held in November 2013, with over 100 delegates. The day was supported by Consultants and Nurse Specialists presenting on innovative and new techniques in cancer care, patients sharing their stories and experiences with the audience, and ending with an excellent motivational speaker.

Working with Partners, the Safeguarding Team hosted a Conference to share learning from reviews into Domestic Homicides and other instances of Domestic Violence that had occurred in the North East, to raise awareness of the issue, and understand how professionals can work together effectively to support victims. Alongside the Trust, Newcastle, Northumberland, and North Tyneside Local Authorities, Northumbria Healthcare NHS Foundation Trust, and Newcastle and Gateshead Clinical Commissioning Group Alliance all took part.

Northumbria Police and Crime Commissioner Vera Baird opened the Conference, as part of her commitment to raising awareness of domestic abuse, so that victims receive the help and support available. As a direct result of this, the Trust now has its own Domestic Violence Champion Network, where we take forward recommendations from Domestic Homicide Reviews across Newcastle.

On the day, staff wore a white ribbon, the symbol of an international campaign to ensure men take more responsibility for reducing the level of violence against women.

Helen Lamont, Nursing and Patient Services Director commented: “Domestic abuse is an extremely serious issue. However, it is often seen as a hidden crime because so many incidents go unreported. We are committed to working with all our partners to encourage the victims of domestic abuse to come forward and seek help. We find that people who are the victims of domestic violence attend our Emergency Department and other Trust Services in Newcastle and we are committed to supporting our staff to help to identify them in order to signpost them to the help and support available.”
This has been a strong year in regard to our Nurses being recognised nationally for the excellent and innovative care they deliver. For example:

- Claire Sedgwick, Clinical Nurse Specialist, has been awarded a National Nursing Standard Award for creating and developing the ‘Oesophagoose’ awareness campaigns which raise awareness of oesophageal and gastric cancer.

- Alongside Claire, the Trust Respiratory Cognitive Behavioural Therapy team, led by Karen Heslop, Nurse Consultant, was awarded second place.

- Nicola McCann, one of our post registration students, working in Neonates at the RVI, has been awarded the Nursing Times Student of the Year.

- Jackie Rees, Nurse Consultant, and the Team, has won the British Journal of Nursing Continence Nurse of the Year award for her work with the Specialist Nursing Project across the city.

- The Northern Centre for Cancer Care Oncology Homecare programme was the 2013 Health Service Journal winner for quality and innovation. This service was established to support patients receiving oral ‘targeted therapies’ (drugs or other substances that block the growth and spread of cancer by interfering with specific molecules involved in tumour growth and progression). As the numbers of patients being cared for with oral therapies steadily rise, staff noticed that appointment times were getting longer due to unavoidable details in clinic and waits for prescriptions, and so the idea for a home-base service was conceived.

- Yvette Davies & Frances Kelly, Nurse Specialists (Motor Neurone Disease), along with Consultant Neurologist Dr Tim Williams, were given a highly commended award in the 2013 Annual Spotlight Awards from the Cumbria Partnership NHS Foundation Trust. Patients, carers and public members were called to nominate people they felt deserve extra recognition for their hard work and dedication.

- A member of the School Nursing Team, Glenda Bestford, recently submitted a ‘Day in the Life of a School Nurse’ blog to support the national 6C’s website, which is an interactive forum to enable nurses and midwives to post their examples of what Care, Compassion, Competence, Communication, Courage, and Commitment (the 6 C’s) mean to them. The blog describes her interpretation of the 6C’s in daily practice.

- The Paediatric Rheumatology Nursing team has recently won a bronze award, from the National Rheumatoid Arthritis Society, regarding their work on shared decision making.

- Some of our services have also demonstrated and gained accreditation for the You’re Welcome Standard. This is a quality mark aimed at improving health services specifically for young people. The Trust services that have achieved ‘You’re Welcome’ are: Public Health School Nursing Services, Newcroft Sexual Health Centre, Women’s Services, and Paediatric Wards and Departments based within the Great North Children’s Hospital. Each Service that has been awarded ‘You’re welcome’ has involved young people in shared decision making about their care, and engaged young service users in service developments, reviews and evaluations.
Surviving a heart attack not about your address

Helen Rae
Health Reporter
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Survival following a heart attack is no different for patients living in rural areas as those residing near a hospital, a study has shown.

Leading cardiologists at Newcastle Freeman Hospital’s specialist heart centre have found that it does not matter where in the region you live, the most important way to reduce the time taken to receive life-saving treatment is to use the ambulance service.

The report provides important new information on whether distance from a hospital can affect your chances of surviving a cardiac arrest.

Dr Alan Bagnall, consultant cardiologist at the Freeman Hospital and lead author of the study, said: “The message we want to get out is that it does not matter how rural an area it is that you live, if you get the right treatment quickly your chances of a good outcome will be the same.

It’s important that patients understand that treatment for heart attacks is no longer delivered in every A&E department. Self-presentation to a local hospital is the strongest predictor of a delay in receiving definitive treatment for a heart attack.

“We strongly encourage any patient who thinks that they are having a heart attack to call an ambulance immediately. Ambulance crews can diagnose heart attacks in a patient’s home and arrange safe, quick transfer to the nearest specialist cardiac centre.”

National guidelines state that patients suspected of suffering from a particular type of heart attack caused by a complete blockage of a coronary artery, should be taken directly to the nearest specialist cardiac centre, even if it means driving past other A&E and cardiac units.

Heart centres such as the Freeman have the expertise and facilities to carry out the most effective treatment, un-blocking the artery as quickly as possible and improving the chance of survival.

Dr Bagnall added: “We cover one of the largest areas in the UK for heart attacks and it does not matter how far away you are to get treatment, as soon as a patient arrives at the hospital, within 24 minutes we have the blocked artery opened.”

The study is published in the latest European Heart Journal, Acute Cardiovascular Care, and looked at a variety of factors that may affect heart attack patient outcomes.

Other key findings include the discovery that a quarter of patients with heart attacks inappropriately self-present to their local hospital; married patients were less likely to use the ambulance service; 70% of patients with heart attack symptoms waited longer than 30 minutes before calling for medical help and unmarried women waited the longest after the onset of pain before calling for medical help.

“To make a real difference we need patients to call 999 as soon as possible if they think they are having a heart attack,” said Dr Bagnall. “This will ensure that they get the right treatment right away and any damage to the heart can be kept to a minimum.”

Delivering Harm Free Care

Delivering ‘Harm Free Care’ continues to be a high priority for Nurses. Completion of the Safety Thermometer, a national tool which collects data on patient harms at a specific point in time, and reports on a monthly basis, demonstrates our strong position in this regard. For example:

- There has been a 30% reduction in Trust acquired pressure damage since January 2013 but further reduction will be required to evidence a sustained reduction. The Tissue Viability Nursing Team has been central in assisting nursing colleagues to achieve this and to drive on-going improvements.

- The team has developed innovative ways to promote prevention of pressure damage, such as The Trust’s Time 2 Turn, the turning discs and other educational material.

- In order to support staff and teams in the difficult task to reduce pressure damage, the Tissue Viability team suggested that celebratory cookies were to be presented to those wards achieving harm free days targets. This approach ensuring recognition of achievement has been well received, and these are presented by the Trust’s Senior Nursing Team.

Reducing Falls, and Falls with Harm, is another of the Trust’s priorities. In 2013/14 the Trust set an internal target to achieve 10% less than the national Acute Trust average, which is a target of 6.12 falls/1000 bed days, and, as an overall average for the year, this was met (average of 5.7 falls/1000 bed days). This is of significance as the national Acute Trust average is taken from a 2010/11 audit, and this is predicted to rise when data is published in 2014 from the most recent 2012/13 audit.

Safety Thermometer data provides evidence that the Trust performs well in relation to Falls with Harm. The Trust is currently achieving the national target of providing Harm Free Care to 95% of patients, and this will remain a key priority for the Trust, and will enhance the need to minimise patient falls, particularly Falls with Harm.

Cat III and Cat IV – demonstrating a significant reduction following introduction of Time 2 Turn

Pressure Damage Incidence by Category

Cat III Cat IV

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The Nursing and Midwifery Strategy is committed to ensuring an empowered and skilled workforce, responsive to the needs of our patients. This identified a skills gap which led to the introduction of the Assistant Practitioner Nursing Project in 2012.

Fourteen trainees were successfully appointed and all of them have successfully completed the Foundation Degree in Health and Social Care with Teesside University. The course is a 2 year modular programme delivered 1 day a week mainly at the Cragside Clinical Learning Centre with the aim of developing professional and academic skills with various assessment methods including assignments and exams.

Completing the degree has been challenging for all of the staff as many of them had not undertaken any academic study for a number of years and they also had a number of competencies they completed a large number of assignments whilst working full time.

Pictured below are six of the successful candidates 5 wearing the trainee uniform and Katy Easton is wearing the Assistant Practitioner uniform.

The project has become increasingly popular with 19 trainees progressing into their 2nd year in September 2014, and 23 new trainees set to commence 1st year in October 2014.

Review of the Year 2013/14

Patient Falls Prevention remains a key Trust priority, with a number of work streams progressed in 2013/14:

- The Trust has recently revised the ‘No Falls On My Patch’ campaign, with new posters being displayed on wards and departments
- ‘Call Don’t Fall’ posters are now displayed in bays and toilet/bathroom areas on Wards, to alert patients to use their call bell, rather than trying to mobilise unsafely on their own
- The Falls Care Bundle and FOCUS Chart are now embedded, as the Trust Falls Assessment and Prevention Strategy on all adult in-patient Wards
- Education of staff, in regards to falls prevention, was delivered on a large scale, through forums such as the Enhanced Induction Programme and the Healthcare Academy.

There is evidence from the Clinical Assurance Toolkit and Root Cause Analysis that patient risk assessment, and implementation of preventative strategies in relation to falls, are well embedded in practice.

As an organisation, we have also made a commitment to publish Open and Honest care reports, on a monthly basis, in keeping with the National Transparency Agenda. These reports demonstrate to the public, the number of falls, MRSA & Clostridium Difficile Infections; and Pressure Ulcer damage in the previous month. It also reports on feedback from comments made by the patients in the ‘Friends and Family Test’, and feedback from respective Staff Surveys.

In summary, this was another challenging but rewarding year for our Nursing and Midwifery workforce, with significant recognition for the contribution they have made to the delivery of high quality compassionate care.
Here are just some of the amazing national awards our trailblazing staff have gathered in recent months.

**Specialist Nurse wins International Award**

Neil Wrightson, Ventricular Assisted Devices or VAD Coordinator is a vital part of the life-saving heart transplant team at Newcastle’s Freeman Hospital. Now, he’s been recognised as the best in the world at what he does, winning the coveted International VAD Coordinator of the Year Award.

Neil has been in this role at the region’s Cardiothoracic Centre for more than seven years looking after patients with advanced heart failure. For many of these patients, the VADs keep them alive while they wait for a heart transplant.

Neil says: “It’s an amazing field of work to be a part of. With such a terrible shortage of donor organs, we simply can’t meet the demand for heart transplants. VADs help us to overcome this and the proof, for me, of how successful they are, is the fact that I don’t have to helplessly watch nearly as many people die anymore”.

**Newcastle doctor named Young Gastroenterologist of the Year**

Dr Christopher Lamb, a registrar in Gastroenterology at the RVI, has been named as ‘Young Gastroenterologist of the Year – Emerging Leader 2014’, confirming his status as a rising star in the world of digestive medicine.

Dr Lamb works with patients who have a range of conditions, including those affecting the digestive system and liver. His award comes after a series of innovations, which included the development of research projects into Inflammatory Bowel Disease.

He also received a second accolade – the ‘British Society of Gastroenterology’s President’s Medal’ – jointly with colleagues from London and Sheffield, for their work to safeguard and develop training for junior doctors. The medal is a highly prestigious award, usually reserved for senior gastroenterology professionals, and has never before been presented to a junior doctor.
Newcastle Physiotherapist wins Haemophilia Society Award

David Hopper - a specialist physiotherapist in our Haemophilia Service - became an official Haemophilia Society ‘Buddy’ this year. The Haemophilia Society’s awards recognise the support given by friends, family and healthcare professionals to children with bleeding disorders.

David Hopper won two awards having been nominated by patients and a work colleague. David said: “People living with bleeding disorders and their carers often feel isolated and neglected because many members of the public are still unaware of the everyday challenges they face. Our team works on a daily basis to help make the lives of patients living with haemophilia easier.”

Liver Specialists shortlisted for National Award

A project to improve the health of British-Chinese communities in the North East was shortlisted for a Shire Award for Gastrointestinal Excellence (SAGE) - a gastroenterology awards programme which recognises excellence and innovation in patient care.

Dr McPherson, who led the team alongside Professor Maggie Bassendine, explained: “Our aim was to raise awareness of, and facilitate testing for chronic Hepatitis B (cHBV) in the British-Chinese community. Before this project, there was no targeted screening in high-risk communities for cHBV in the North East, and as a result many infected individuals remained undiagnosed.

“Improving the identification and treatment of people living with cHBV can prevent serious conditions such as cirrhosis and liver cancer, and allow for targeted vaccination of family members.”

The project was run in conjunction with the Newcastle Chinese Healthy Living Centre based in Newcastle’s Chinatown.

Runners up for IPEM award - Patients as Partners in Science

To help patients diagnosed with Thyroid Cancer understand their condition and complex treatment plans, staff at the Newcastle Hospital joined forces with ex-patient and Butterfly Thyroid Trust founder, Kate Farnell, to develop a DVD – Thyroid Cancer Uncovered.

The DVD offers a step by step guide and is now issued to newly diagnosed patients in all the major UK Thyroid Cancer Centres, having been endorsed by the British Thyroid Association and the British Association of Endocrine and Thyroid Surgeons.

Judges like the fact that it was driven by patients and not scientists.

Specialist Continence Team wins British Journal of Nursing Award

The ‘Continence Nurse of the Year Award’ recognises the outstanding efforts of each and every member of Newcastle’s Specialist Continence Team who developed a special project to help prevent people in Care and Residential Homes having to come into hospital to be treated for urinary tract infections (UTIs). This was focused around ensuring the UTIs were prevented in the first place and continues to be extremely successful.

Congratulations to our Specialist Continence Team who scooped the 2014 British Journal of Nursing - Continence Nurse of the Year Award.
Student Nursing Times Award Winner 2014

Nicola McCann, a now fully qualified staff nurse on the Regional Neuro Trauma Intensive Care Unit at the RVI, was named ‘Student Nurse of the Year: Post-registration’ at this year’s inaugural Student Nursing Times Awards.

For the final module of Nicola’s Graduate Certificate in Critical Care, she prepared an assignment on Sepsis and Fluid Resuscitation, linked to a case study. She received 100% for her presentation and her university tutor suggested she present the case study at the British Association of Critical Care Nurses annual conference. Nicola subsequently received a distinction for her Graduate Certificate.

Of winning the award Nicola said: “I have never felt so overwhelmed. It was just lovely to see nurses and midwives being recognised for the care, compassion and commitment that they give to their patients and jobs every day.”

Occupational Therapist wins Innovation Award

Kate Hackett was recently awarded a national College of Occupational Therapists Innovation Award in recognition of her new project “Identifying and meeting the needs of service users within a specialist fatigue clinic”.

Her project helps patients with Sjogren’s Syndrome - a disease whereby the body’s white blood cells attack secretary glands and in particular those which produce saliva and tears. As well as severe dryness, people with the disease experience fatigue, pain, poor concentration and low mood. Such symptoms have a major impact on quality of life and with limited medical treatments available, Kate has concentrated on developing alternative approaches to help her patients.

Kate also won a £10k Research Career Development grant from the UK Occupational Therapy Research Foundation towards her PhD research around other non-medical treatments for Sjogren’s Syndrome.

Freeman Doctors win Medical ‘Oscars’

A cross-specialty training group of Cardiologists, Vascular Surgeons and Interventional Radiologists from the Freeman Hospital were named the UK’s best Education and Training team at this year’s BMJ Healthcare Awards ceremony.

The UK Endovascular Trainees Group (UKETS) pioneered the use of virtual reality simulators to train junior doctors in endovascular procedures (minimally invasive surgery designed to access many regions of the body via the major blood vessels). This approach allows trainees to practice complex procedures without putting patients at risk and thus helps to improve patient safety. They have produced a wide range of training films that are available on YouTube showing how to perform these procedures on simulators.

Project Choice wins ‘Diversity & Inclusion in the Workplace’ Award

A project to help young people with learning disabilities gain valuable skills and work experience, picked up a prestigious honour at the region’s CIPD People Management Awards this year. Lorna Harasymiuk, Project Choice Co-ordinator said “Project Choice supports the Trust’s commitment to deliver a health service where equality, diversity and human rights are embraced in the everyday work of our staff. We are positive about disability and have made a commitment to employ, retain and develop staff with disabilities. Project Choice demonstrates this by enabling young adults to gain employability skills through work experience, and helping them prepare for employment.”