Heart doc gets top award for his work

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STANDING shoulder to shoulder with Royalty, heart surgeon Asif Hasan was honoured for his work in the region.

The leading children’s heart surgeon at Newcastle’s Freeman Hospital was in London this week rubbing shoulders with the likes of Prince Harry to pick up his prize at the prestigious WellChild Awards.

Mr Hasan, a consultant paediatric cardiothoracic surgeon, was picked from hundreds of nominations from across the UK to win the category of Best Doctor in the awards, which celebrate the courage of children coping with serious illnesses or complex conditions.

He was nominated numerous times by the families of the children whose lives he has saved.

Nine-year-old Rachel Hooley, of Cramlington in Northumberland, was at the ceremony at London’s Dorchester Hotel with her mum Eve after the family nominated Dr Hasan.

Rachel was treated by Mr Hasan after she suddenly fell ill at school and was diagnosed with dilated cardiomyopathy, a form of heart failure.

Mum Eve, 40, said: “He has kept every single family together, he is just fantastic. It was wonderful from a parents point of view, it was lovely to see him with his family out of hospital being honoured in this way. How do you say thank you to the man who kept your family together. “He is just wonderful, so humble and kind. I remember him saying, he is just a bus driver, he picks them up and takes them to where they need to be.”

Mr Hasan was also nominated by Tracy Pears, whose daughter Abbie is living with the rare condition hypoplastic right heart syndrome, where only half her organ is working.

EDITORIAL FROM THE CHRONICLE

Don’t forget that the Newcastle Hospitals have their own staff recognition scheme which allows us to express our gratitude and celebrate outstanding efforts of our staff every single day.

The scheme helps us to identify and celebrate those Trust staff who ‘make us proud’ and best represent the Trust values by ensuring each patient we see receives healthcare at its very best – with a personal touch.

Find out more at: www.newcastle-hospitals.nhs.uk/personaltouchaward
When the Newcastle Hospitals began the recruitment of Filipino Nurses over ten years ago little did they expect that they would become such a significant and well established part of the Trust’s Nursing workforce. To see so many of these Nurses settled in the North East and playing such an active role in the work of the Trust and the local community is wonderful, and their contribution is acknowledged and very much appreciated.

In celebration of this, the cohort of Filipino Nurses who arrived in 2004 arranged an event in June 2014 to celebrate the ten years they have spent in Newcastle, and working in the Newcastle Hospitals. In the introduction to the programme Staff Nurse Rowena Magnaye, who works in Musculoskeletal Services notes that:

“for some Filipinos this migration was a result of economic needs, an attraction of higher living standards, and a professional career development, but whatever the reason may be the Filipinos are well dedicated individuals serving people from all walks of life, and to the best of their abilities”

“The batch of Nurses who arrived in Newcastle upon Tyne in the year of 2004, came over not only to work, but to serve with love, compassion and dedication, in order to prolong life and alleviate the agony of ailing people. I would say that coming together as a big batch was a beginning, keeping together as a progress, and working together as a success. Within those ten years of commitment they were driven by desires, and ambitions to provide for ourselves, and our families which in turn led us to achieve our own success and shape our lives into a better future”
The celebration took place on Sunday 30th June 2014 at the Marriott Hotel at Gateshead where the Filipino Nurses came together to reflect on their experience since they came to work in the Newcastle Hospitals, and consider progress they have made in becoming established, with their families, as part of the local community, and as a very valuable component of the Trust’s establishment. A photographic montage captured their memories of celebrations and days out they have shared over the last 10 years.

Helen Lamont, Nursing and Patient Services Director was invited with other colleagues, to be a guest for the evening, and to make a keynote address to the group. This was the opportunity for Helen to reflect on how the Nurses fulfilled the Chief Nursing Officer’s strategic vision for Nursing in England, and how they embodied the 6C’s defined in the National Strategy “Compassion in Practice” – our culture of Compassionate Care (2012).

- **Courage** - It was courageous when 10 years ago the Filipino Nurses left their homes and families to travel almost seven thousand miles across the world to join the Newcastle Hospitals, facing a different language, different culture and very different weather!
- **Commitment** – The commitment of the Filipino Nurses has been demonstrated by their long service to Newcastle Hospitals, and over so many years.
- **Compassion** – As a group of Nurses, the Filipino’s are known for being gentle, kind and compassionate in their approach to patient care, and this is often commented on by patients.
- **Care** – The same feedback is true in relation to care delivered to patients, and is also clear in relation to the continued care and concern they have for each other and for their families and friends so far away from home. This was really emphasised during the typhoon in November 2013, when the Filipino community rallied together to do what they could do to help, even from so far away.
- **Competence** – During the time in Newcastle Hospitals the Filipino Nurses have demonstrated new competencies with many of them learning new technical skills eg on the dialysis unit, and in operating theatres, and in many other areas in the Trust.
- **Communication** – A most important aspect of Nursing, and one which was a major challenge for the Filipino Nurses when they arrived in the North East. It is one thing to speak English, another thing to speak Geordie!

It was clear from discussions on the night that the Filipino Nurses who arrived in 2004 are well established in Newcastle, are very proud of working for the Trust, and very keen to serve and support excellence in healthcare for all, with a personal touch.

Helen Lamont  
*Nursing and Patient Services Director*
The North East and Cumbria Learning Disability Network was established by NHS North East in 2010 as part of the Strategic Health Authority’s ‘Our Vision, Our Future’ strategy in response to the Darzi report. It was known as the Learning Disability Clinical Innovation Team; the chair and clinical lead appointed was Dr. Dominic Slowie and the programme lead appointed was Judith Thompson.

As part of the NHS transformation in April 2012 it was agreed regionally that such is the value the network adds it should be retained through NHS re-organisation, Dominic continues to be the clinical lead and chair and Judith is the Network Manager and Assurance lead for the north east and Cumbria. The North East and Cumbria Learning Disability network is hosted by Northern Strategic Clinical Networks and Senate within NHS England. Dominic was also appointed as the National Clinical Director for learning disability within NHS England in September 2012.

The vision of the network is the North East and Cumbria will strive to be the best part of England for people with learning disability to live.

If the needs of the most vulnerable people in society, in this case, people with learning disability are met then we are likely to get it right for everyone. Providers in the north east recognised very early that if we collaborate we will derive a lot of success and benefit. Having openness, sharing and collaborative partnerships as the core of the network has enabled us to evidence a range of major service improvements e.g. care pathways for reasonable adjustments, the PWLD (People With Learning Disability) campaign, hospital passport development, annual health check template and exit questionnaires.

The North East and Cumbria Learning Disability Network is unique in so far that it is funded through a small subscription from each of the Clinical Commissioning Groups and acute and specialist Foundation Trusts in the region. Whilst financially the contribution per organisation is small it provides a major opportunity for sharing ideas and best practice that has already had impact on improving the lives of people with learning disability in our region.

Since 2010 the network has grown from being a clinically focussed network into a joint health and social care network and now has representation from commissioners across the health and social care sector and NHS and social care providers, some of which are within the 3rd sector and the voluntary sector. The involvement and inclusion of people with learning disability and families is a central, key element of the network. Our model for inclusion and involvement varies depending upon the work to be undertaken from consultation to co-production and everything in between.

The first priority of the network was to support the system to deliver the ‘Healthcare for All’ (Sir Jonathan Michaels, 2008) recommendations. The network has provided vision, leadership and support to primary care and acute trusts to deliver these recommendations.
Key achievements ... a few examples

- The North East is the only region in England to have a Learning Disability Liaison Nurse in each acute Foundation Trust. The Learning Disability Liaison Nurses collectively form the Access to Acute (A2A) network and have worked collaboratively to develop learning disability reasonable adjustment care pathways for use in acute hospitals.

The development of the Learning Disability Commissioning for Quality and Innovation (CQUIN) was an early and significant success of the network. All of the acute Foundation Trusts in the region adopted the CQUIN which has had a very positive impact on the healthcare experience of people with learning disability. Systems to flag the notes of patients with learning disability were established in each acute Foundation Trust and the reasonable adjustment pathways were used. In 2013/2014 the CQUIN was extended to include children and community, and whilst not adopted as widely, has been used proactively to ensure the same positive healthcare experience can be achieved for children and those receiving community services.

- Building on the success of the regional learning disability CQUIN the Newcastle upon Tyne Hospitals Emergency Department developed the CQUIN further to meet their unique clinical setting and challenges, developing a specific pathway and checking that all patients with learning disability who present have a hospital passport to be used or arrange for a passport to be completed. This CQUIN provides a guarantee that every person with a learning disability using the Emergency Department will have reasonably adjusted care. As a result of the initiative Emergency Department staff are able to identify deficiencies in social care packages through people who were regularly attending the department at different times of the day. A strong partnership is now established with the adult social care team in Newcastle. Repeat attendances at A&E were identified as a ‘soft’ indicator of abuse in the South Gloucester Serious Case Review following the Winterbourne View scandal so proactive recognition by Emergency Department staff in Newcastle is an important factor in Safeguarding. Repeat attendances have noticeably reduced as a result of the intervention and the proactive and preventative care offered by the Emergency Department staff.

Current and future work

The network continues to strive to ensure the north east and Cumbria is the best place for people with learning disability to live and is currently working on a number of initiatives to address health and social care inequalities faced by people with learning disability. A few examples...

- Increase cancer screening uptake and improve experience for people with learning disability. This initiative will address the existing very low uptake of cancer screening by people with learning disability for the three major national cancer screening programmes i.e. breast, cervical and bowel. We know people with learning disability die prematurely from preventable causes and cancer is one of them. There is major stakeholder engagement in this project that is currently being scoped in detail. It will be delivered in partnership with the Strategic Clinical Network for Cancer and Macmillan.

- Eliminate premature mortality of people with learning disability. This initiative uses the learning and recommendations from the Confidential Inquiry into People with Learning Disability (CIPOLD 2013) and has identified 3 major work streams for the North East and Cumbria i.e. i) Develop clinical audit review process to analyse mortality of people with learning disability; ii) Establish mechanism to extract mortality data of people with learning disability; iii) Identify opportunities for the CIPOLD recommendations to be used in existing contracts with providers.

- The ‘PWLD’ campaign was a major success of the network. NUTFT was a great partner in developing the campaign that has been rolled out regionally. Many Newcastle colleagues may recognise themselves in hospitals throughout the North East as they were photographed as the campaigns ‘poster boys’ and ‘girls’! Twisting Ducks Theatre Company also played a major role in the campaign and has continued to play a major role in education and training across the hospital in raising learning disability awareness through drama and films.

The ‘PWLD’ pen with the pull out tips concept has been a very popular, simple innovation to remind clinicians how to make reasonable adjustments and Mental Capacity Act prompts. The pens have been so successful there are now demands nationally to have them commissioned and used across England.

- Newcastle Hospitals in collaboration with the theatre group ‘Them Wifies’ have developed some excellent video resources for people with learning disability who may be accessing imaging. They explain clearly to someone who may have a learning disability what to expect when they go for an X-Ray or scan. In the spirit of the network these are freely available on YouTube. A QR code on each appointment letter allows patients to quickly link to the videos from smart phones. They are so good that the National Clinical Director for diagnostics and Imaging, Professor Erika Denton, has already taken on a role for promoting them nationally.

- The most effective way to find out if people’s needs are being met is to ask them and their carers, so exit questionnaires have been developed and are being used in most of the acute hospitals across the region. Analysis of the questionnaires is reported to Trust Boards and service improvements are continually being made as a result.

Having openness, sharing and collaborative partnerships as the core of the network has enabled us to evidence a range of major service improvements

- Deliver the Transforming Care agenda as a result of the Winterbourne abuse scandal across the region. The work is being delivered in partnership across health and social care to identify solutions to eliminate specialist in-patient care/treatment episodes and instead ensure there is a robust community infrastructure that supports the person and their family to remain in the community. An urgent issue is to continue to drive the discharge programme of people who are currently in an in-patient setting, some of whom have been there for many years.

The North East and Cumbria Learning Disability Network continues to be a major driver in service development and system change to improve the lives of people with learning disability and their family. It does this collaboratively and has led collaboration between organisations and sectors to share good ideas and deliver good practice widely. It provides leadership, vision and support to the whole system to ‘get it right’.
What Twisting Ducks have achieved is through the delivery of innovative high-impact equality and diversity training that uses drama and real experiences to convey important messages, explore best practice, and promote choice and control for all people with learning disabilities.

The Twisting Ducks are a Newcastle based user-led theatre company that devise issue-based theatre and film to raise awareness about the lives of people with learning disabilities.

The group have worked in creative partnership with the Newcastle upon Tyne NHS Foundation Trust for over four years, to improve health services for patients with learning disabilities. One of the key ways this has been achieved is through the delivery of innovative high-impact equality and diversity training that uses drama and real experiences to convey important messages, explore best practice, and promote choice and control for all people with learning disabilities.

In addition to training a wide range of NHS staff, the Twisting Ducks have so far worked with 180 Newcastle University medical students to share ‘Victoria’s Story’ – a narrative influenced by Mencap’s report Death By Indifference (2007). The training session follows the story of a patient who doesn’t use words to communicate, and raises awareness about the importance of reasonable adjustments in health services for people with disabilities. Following on from this theme, a film has been produced in partnership with both Newcastle and Northumbria NHS Foundation Trusts to demonstrate the use of hospital passports, how they can support people with learning disabilities to have a voice, and help staff to meet patient needs.

The Twisting Ducks are now running performance and music academies that provide regular opportunities for people to take part in the arts and, under the new model of social prescribing, to reduce isolation and improve their health and wellbeing.

Many of our films are available on The Twisting Ducks Youtube channel. To keep up-to-date with our work, follow us on facebook and Twitter: @TwistingDucks
Photograph: The Newcastle upon Tyne Hospitals NHS Foundation Trust
The Trust has worked hard over the year to further enhance the support it provides for Patients with a Learning Disability. The Trust is compliant with the Care Quality Commission’s six defined indicators relating to people with learning disabilities.

Over the last four years there has been significant progress in raising awareness and embedding systems and processes to support staff to recognise those with a Learning Disability. This ensures they can then assess and meet individual needs, providing sensitive reasonable adjustments to care. These include the electronic flagging of e-record for patients with a known Learning Disability, the development of Care Pathways and Hospital Passports and a Learning Disability Liaison Nurse in post. The Trust has worked in partnership with the Local Authority in completing the Learning Disability Health Self Assessment (LD SAF) Framework.

Sir Leonard, who was part of the 2008 inquiry into healthcare for people with learning disabilities called “Healthcare for All” has supported work across the Trust and continues to work in partnership with the Learning Disability Clinical Network as the Chief Executive Sponsor.

Achievements
There have been many achievement this year including:

- Increased ability to offer reasonable adjustments through the introduction and implementation of an Emergency Department (ED) learning disability care pathways. This provided resources to aid staff to identify and support their patients whilst in an emergency setting. The project was shortlisted within the Nursing Times Emergency and Critical Care Awards.
- Hosted a visit by Karen Turner, Acting Director Department of Health and Dr Dominic Slowie National Clinical Director for Learning Disability on 22nd January to enable them to view first-hand systems for flagging, the role of the Liaison Nurse and value of Care Pathways in ED.
- The Trust Learning Disability Liaison Nurse has continued to work with staff across the Trust to ensure the needs of patients with a learning disability are met.
- Development of a number of Easy Read patient information including information for women attending for colposcopy examination. This work has been presented to British Society of Colposcopy and Cervical Pathology Nurses Conference in London by Sister Jilly Goodfellow, Nurse Practitioner for Colposcopy & Women’s Health Unit Sister.
- Development of My Hospitals Films.
For patients with a learning disability, undergoing a radiological procedure can be a worrying experience, and the Trust has developed a series of short ‘My Hospital’ films feature people with learning disabilities and their carers as they come to hospital to have an x-ray, CT scan and an MRI scan. These are now available on the Newcastle Hospitals YouTube channel: www.youtube.com/NewcastleHospitals. They are also linked to a dedicated QR code so that the films can be accessed directly from the patient appointment letter using a smartphone making them very user-friendly.

The films have been developed with ‘Them Wifies’ and Hype Film as a way of showing people what to expect, and allay any fears that patients may have and show what to expect when coming to hospital for a radiology appointment working with the clinical teams. ‘Them Wifies’, is a Newcastle-based community arts organisation which uses the arts to address health inequalities, and support people to lead happier, healthier and more positive lives. All partners including ‘Them Wifies’ and the radiology staff found working together a very rewarding experience.

The films are accessible for patients and their carers or support staff, and also a useful tool for GPs who refer patients, and for hospital staff, in explaining an appointment to patients who can all access the films online.

As well as giving patients and carers more information about their appointment, the films will raise awareness of the challenges and needs that face people with a learning disability when they access healthcare services.

These were described as potentially setting the national ‘Gold Standard’ for how patient information should be given by the National Clinical Director for Learning Disabilities, Dr Dominic Slowie who was one of the special guests of honour at the official launch led by Sir Leonard Fenwick, Chief Executive as part of the 2014 Learning Disability Week (16-22 June).

Other Developments

Newcastle Hospitals has also been involved in producing a ‘Hospital Passport’ to help people with learning disabilities. The ‘passport’ is a personal document for all hospital staff to see important and relevant information about the health needs of patients with a learning disability when admitted to hospital. Information is completed in a booklet before admission to hospital. When completed, the passport accompanies the patient to hospital to give staff details about any specialist needs or equipment that they may need.

During Learning Disability Awareness Week 19th-23rd August 2013, an awareness session was organised within the Community Directorate. A study day was jointly facilitated by the Trust, NTW and Newcastle CC to Independent Supported Living providers to address health issues pertinent to people with learning disabilities. A number of Trust clinicians facilitated sessions including dental and audiology.

Dr Dominic Slowie
National Clinical Director for Learning Disabilities
The National Peer Review Report: Major Trauma Networks has been published (August 2014). It highlights that Newcastle Major Trauma Centre (MTC) RVI scores high compared to peers and is in the Top 20% for three out of the 5 metrics used to score the MTCs. These were:

1. Network measures, 100% (the median score was 88%). This includes measures of network governance and audit.

2. Reception and Resuscitation, 96% (median score was 92%). This includes measures of 24/7 Consultant leadership, Intensive Care, dedicated trauma theatre and high tech radiology (including CT Angiography and Interventional Radiology).

3. Definitive care 100% (median score 88%, 8/25 centres achieved this score). This includes measures of tertiary facilities such as neurosurgery, Cardio-thoracic and vascular surgery to mention a few.

‘Given the short timescale (MTC’s were only implemented in April 2014) this is a significant achievement and highlights the dedication and hard work put in by the Executives and Staff of the The Newcastle upon Tyne Hospitals NHS Foundation Trust. Nationally the implementation of MTCs and Trauma networks have saved an additional 600 lives per annum.

Improvements were identified regarding the Pre-Hospital Care, Rehabilitation and Organisation which fall under the wider remit of the Northern Trauma System. These included analysis of trauma data at one of the peripheral units within the System, the enhancement of Pre-Hospital Care, commissioning new Rehabilitation Services and commissioning and implementation of an Operation Delivery Network (ODN). Work is progressing on these areas to ensure we achieve some if not all of these targets by the Peer review in 2015’.

This is a significant achievement and highlights the dedication and hard work put in by the Executives and Staff of The Newcastle upon Tyne Hospitals NHS Foundation Trust.
The £330 million Transforming Newcastle Hospitals Investment Programme which commenced in 2005 has most disappointingly been frustrated in achieving a timely completion.

Some two years have passed by since ‘completion’ and offer of the buildings to the Trust and this has in turn led to frustration in achieving a timely completion.

Phase 8 – the ‘Clinical Resource Centre’ and the penultimate construction of a 9 Phase major redevelopment spanning the Freeman Hospital and Royal Victoria Infirmary sites has failed to meet our expectations in respect of providing a modern office/educational environment linking the Grade 2 Listed Peacock Hall and the New Victoria Wing. The accommodation at the time of publication is the subject of ongoing litigation

A High Court dispute over the build is being conducted between the NHS Trust and the construction company.

Complaints

BUILDING work the hospital trust has complained about:
• Certain toilet areas are said not to meet the relevant standards as they are too small.
• The trust says the building work carried out at a hospital.

The office blocks at the Clinical Resource Centre have been empty for two years and the hospital staff have remained in their original offices.

The Independent Tester from certifying completion. However, the application failed because the trust felt compelled to discontinue its application.

A High Court hearing in London, it was concluded by Mr Justice Edwards-Stuart that the state of the office blocks should be considered by the Independent Tester. The tester could agree completion if any of the alleged failures did not have “a materially adverse effect on the enjoyment and use of the building by the trust”, leaving the trust to seek its remedy in damages.

A Newcastle Hospitals NHS Foundation Trust spokesperson said: “Regrettably, a building – the Clinical Resource Centre, and what is intended to accommodate circa 860 key professional staff and is a fundamental component the phased re-development of the Royal Victoria Infirmary – does not store, basic standards, hence handover in mid 2012 could not happen.

“Two bridges connecting the clinical office blocks to the main hospital buildings were, they allowed the windows to open further. These were not fitted or, where they were, they allowed the windows to open further.

• Two bridges connecting the clinical office blocks to the main hospital buildings include structural steelwork and high level windows that the trust says should not be there.

There is a dispute about the maximum room temperatures.