

# Let's talk

Wednesday 16 December 2015

Joint Winners Team of the Year  
Refractory Angina ServiceJoint Winners Team of the Year  
The Hip Fracture Team

## Top stories

- [p1-10] Staff awards herald new era of excellence. Including awards for: promoting quality and safety; championing equality and diversity; rewarding care and compassion; Team of the Year & Long Service Awards
- [p11] B&Q deck the halls to bring a little Christmas spirit to BRI
- [p12] Bradford pupils first to test out new desk study
- [p13] All in a day's work for Good Samaritan Kate
- [p14] Showcasing our services with the X-mas Factor!



## Staff awards herald new era of excellence

THIS week's *Let's Talk* celebrates the very best examples of excellence we all strive to achieve, shining through from across all wards and departments.

Your home-grown talent came to the fore once again in our annual awards, taking the standard of your nominations to new heights.

So much so that judges were unable to split stand-out entries battling it out for one of our most coveted awards – Team of the Year.

In the end, both the *Hip Fracture*

*Team* and the *Refractory Angina Service* were crowned joint winners.

The latter's share in the top prize capped a rare double for one of its team members, *Sister Simerjit Thapar*, who also won one of my Chief Executive's awards for her ground-breaking work promoting quality and safety.

To find out what they did to impress the judges, and all our other winners and runners-up, please click forward to the special commemorative section and roll of honour inside. ■

### Showcasing our services with the X-mas Factor!

Father Christmas took time off from his busy schedule to make a surprise visit to our Christmas Open Event – and he wasn't the only seasonal figure to pop in and say hello.

See p14 →

*EXCELLENCE in quality and safety; in compassion and caring; in equality and diversity; and in teamwork was championed in our new-look staff awards.*

I would like to thank all of you who took the time to submit a nomination – judges had to assess a very strong field of entries – and congratulate all those of you who were successful.

Individual award winners received a commemorative certificate, a glass award and £750 (1st prize) and £250 (runner-up prize) in vouchers from the supporters of the awards, our friends at Sovereign Health Care Charitable Trust.

Team of the Year winners won £4,000, the runner-up £3,000, and the third placed team £2,000 to use the prize money to support further developments within their teams.

I would also like to thank Sovereign’s Chief Executive Russ Piper for being on hand to present this year’s prizes.

# “I cannot tell you how much her role means to our patients”

## CHIEF EXECUTIVE’S AWARD (CLINICAL CATEGORY) – PROMOTING QUALITY AND SAFETY

Winner: **Sister Simerjit Thapar**, *clinical nurse specialist, ward 22, Bradford Royal Infirmary*



JUDGES were impressed by her integral role in the development and delivery of the Refractory Angina Service. This is designed for patients with difficult-to-treat angina, and help is predominantly provided through education

and counselling. Simerjit has developed and delivered a series of education sessions designed to improve patients’ ability to live with angina.

Dr Paul Sainsbury, consultant cardiologist, who nominated her, said: “Whilst the Refractory Angina Service involves a multi-disciplinary team (MDT) approach the linchpin is Sister Thapar. She provides 24-hour contact to all our patients by phone, she sees patients at short notice on the ward or in her own clinic, she has written and delivers all the education sessions, she has carried out research and published data from the service and somehow finds time to organise regular social gatherings for all our patients.

“I cannot tell you how much her role means to our patients and in

what high regard she is held by them.

“She frequently comes in to work on her holiday to deliver the education sessions.

“She is an exceptional professional and the success of our service is primarily down to Sister Thapar’s efforts and input.” ■

### *Runner-up: Professor Sian Jones, consultant gynaecologist*

SIAN has been a consultant gynaecologist & obstetrician in Bradford for nearly 30 years. During this time she has led the department with her innovation and unique ideas; developing the nation’s first direct-access Outpatient Hysteroscopy clinic

Continued p3 →

and the Termination of Pregnancy service. She was nominated by nurse practitioner, Helen Ludkin, who described her as “a truly inspirational colleague”.

She added: “Sian believes in

best practice which has ensured that Bradford’s hysteroscopy service set the gold standard nationally. She is passionate about patient care, regularly auditing performance to ensure safe, evidence based, streamlined,

quality, culturally appropriate patient experience and care. She is continuously promoting new ideas and techniques to improve patient experience whilst providing financial savings for the Trust.” ■

## Just reward for dementia champion Charlotte

### CHIEF EXECUTIVE’S AWARD (NON-CLINICAL CATEGORY) – PROMOTING QUALITY AND SAFETY

Winner: **Charlotte Jones**, ward clerk, ward 3, Bradford Royal Infirmary



HER compassion and drive to put herself forward as a dementia champion secured first prize.

Danielle Woods, lead nurse for dementia, nominated Charlotte for the award and revealed to the judging panel: “She realised the value as a ward clerk in improving and enhancing care for patients and their carers affected by a dementia.

“She took the challenge face-on – championing dementia care, and helping to implement the *Forget-Me-Not* tool and two new *My Life* entertainment reminiscence units on a very busy and challenging environment.

“She is the current *Forget-Me-Not* charity chairperson, organising and overseeing events, and raising more than £3,400 since taking up the role – money which has been used to improve care and the environment further.” ■

**Runner-up: Mirella Buckroyd, housekeeper, ward 20/21 Bradford Royal Infirmary**

She was nominated by Senior Sister Andrea Wilkinson, who told judges: “Mirella takes great pride in her job and will often go the extra mile to ensure patients’ experience is a positive one. I observed her recently provide a homeless patient with some clothes from the dignity room to ensure they had

clean, dry clothes on discharge to a hostel, she made sure the patient had a meal before he left. She was not prompted to do any of this and I felt this showed ‘care and compassion’.”

All the Sisters on 20 and 21 and their Matron were united in agreeing that Mirella deserved recognition for all her hard work. She works tirelessly to ensure that nursing and medical staff have the stock they need to ensure the smooth running of both ward areas as well as the surgical assessment unit. Having the right equipment at hand serves to improve patient flow as staff are able to access what they need, Mirella’s stock control and organisational skills undoubtedly assist with this. ■



# Promotion of “a loving environment” clinches top equality award

## CHAIRMAN’S AWARD – CHAMPIONING EQUALITY AND DIVERSITY

Winner: **Mohammad Arshad**, *Chaplaincy team leader*



“WE all need an Arshad in our life!” – that is how colleague Shaheen Kauser described this year’s winner of our Chairman’s award, presented by Lord Kamlesh Patel of Bradford OBE.

Arshad has worked for us for 16 years. In this time he has increased focus on the importance of hearing and seeking out different opinions; creating a buzz around more honest, challenging conversations, whilst removing conflict and difference.

He has successfully carried out multi-faith funerals for families of dual heritage.

Shaheen told judges: “Whilst some of these can test your patience, and come with their own set

challenges, at all times Arshad has put the patients and their families at the forefront, ensuring their beliefs are respected at all times, and the dignity of all involved is observed every step of the way.”

She added: “Arshad is seen as the conflict resolute, someone you can trust and confide in, someone who will assist you on the wards as soon as a problem arises and these are not my words; but staff who rely on Arshad when faced with complex situations with patients and families.

“Arshad has experienced an incredibly difficult year with his own health, however at no time has he let his responsibilities as the Chaplaincy team leader and Imam slip. He takes his job very seriously and the compassion and commitment speaks for itself.

“I am so proud to have Arshad lead our team. My colleagues will also affirm this, we could not ask for anyone better.

He promotes inclusion, equality, diversity, harmony and most of all a loving environment for us all to work in.” ■

### *Runner-up: Mohammad Shoib, physiotherapist*

Head of Therapy, Jill Gregson, nominated Mohammad for breaking new ground in his role developing a pain management programme for our patients who speak Urdu.

A specialist pain management physiotherapist with our Living with Pain team, he devised the programme after recognising that those patients who lacked fluent English were not benefitting from its full potential.

As a result, he played a key part in adapting the traditional pain management programme, making it not only language specific but also culturally specific.

Patients have described the new programme as “like finding a light at the end of a tunnel”, as they had previously struggled to come to terms with living with persistent pain and lacked access to the right source of information.

There are now plans to make it a regional specialist service, generating future income for our Foundation Trust. ■

# Judges praise Brian's "intelligent kindness"

## GOVERNORS' AWARD – REWARDING CARE AND COMPASSION

Winner: **Brian Holland**, *health care assistant, adult outpatients, St Luke's Hospital*



SISTER Samantha Bull praised Brian for espousing the values of caring and compassionate practice through the relationships he develops with all his patients and the wider outpatient team.

"He consistently demonstrates an intelligent kindness based on the values of empathy and respect," she told judges. "Not only is he kind and considerate to all his patients, Brian has the ability to quickly develop a special relationship by using his sense of humour and communication skills to engage with patients and their families.

This has recently been endorsed in an article in the T & A when a member of the public and regular attender in the outpatient

department wrote to acknowledge: 'As a registered disabled person with mobility issues I would particularly like to thank Brian, without whose perception and invaluable assistance my disability would have been virtually insurmountable'.

Brian understands that caring is central to our core business and always goes that extra mile to ensure that the care he delivers puts the patient at the centre and is individualised towards their needs. The commitment to constantly improve the care and experience of our patients, and to proactively take action, is a skill that Brian demonstrates - and is reflected in the successful relationships he develops and the team working he supports and is committed to. ■

**Runner-up: Maureen Stirk,**  
*ward clerk, renal unit F7,*  
*St Luke's Hospital*

Maureen is dedicated to improving the life of patients on dialysis. She is always happy, friendly and personally greets patients as they arrive for their often stressful and tiring dialysis treatment. She has a wonderful personality with a good sense of humour which helps make patient's feel relaxed.

She is actively involved in BAKPA (Bradford & Airedale Kidney Patients' Association) which is a patient led group. The aim of the group is to improve services and patient care. Maureen is the Treasurer and has spent many hours of her own time in organising the fundraising events, days out for patients and administrative tasks.

Angela Knight, a specialist renal dietitian, told judges: "Another example of Maureen's kindness and generosity was when a dialysis patient with a poor prognosis was turning 21 years old. She contacted his favourite football club (Liverpool) and managed to get autographs of the whole team for him. In addition to this she contacted Mary Berry directly (the patient likes baking) and managed to get her autograph too." ■



# Taking hip replacement care to new heights

## TEAM OF THE YEAR

**Joint winner: Hip Replacement Team** (*Graham Radcliffe, Alison McMurtry, Maj Pushpangadan, Lesley Hawthorne, Joanne Morris, Robert Halstead, Kathryn Ellison, Kim Hawksby*)



SINCE 2012, in response to poor clinical outcomes, the hip fracture team has been addressing how to better care for these patients.

There has been a switch from a geriatric liaison service on the orthopaedic ward, to the patients being cared for on Ward 30, a Care of the Elderly ward.

This has allowed better communication and team working with orthopaedic surgeons, anaesthetists, geriatricians, emergency department colleagues, nurses, therapists, trauma coordinators, theatre staff, patients and relatives – all play their part in the complex patient journey of a hip fracture patient.

In 2014 the Hip Fracture Governance Forum was formed and meets monthly to carefully review practice and thereby drive

up standards. This has further improved the quality and efficiency of the service, which in turn has improved outcomes for this vulnerable group of patients.

According to Dr Richard Davidson, Clinical Lead for Theatres and Critical Care, who nominated the team for the award,

its significant achievements include:

- Improvement in quality of patient care and experience, e.g:

*Early optimisation of patients for surgery, and timely operations through teamwork and multidisciplinary geriatrician led rehabilitation mean Best Practice Tariff is met in 80.5% patients in 2014 compared to 77.2% in 2013 (national average 63.3%).*

*72.2% of patients were admitted to ward 30 within 4 hours of admission to ED, compared 26.3% in 2013 (national average 46.1%).*

*82.8% received surgery within 36hrs of admission compared to 77.8% in 2013 (first quartile nationally - national average 72.1%). Patients who default are discussed at the forum.*

- Demonstration of innovation and improvement, e.g:

*100% of patients had Bone Health assessment by a geriatrician (national average 65.1%). A new pathway for the use of intravenous zoledronate (in hospital or at home via the virtual ward team), has allowed more patients to receive secondary prevention for osteoporosis including the most vulnerable group of frail patients who were unable to comply with oral medication.*

*The use of femoral nerve blocks as the primary mode of analgesia has been revolutionary in reducing the requirements for opiates and so reducing the incidence of delirium particularly in patients with dementia.*

- Contribution to service delivery and efficiency, e.g:

*The introduction of surgical guidelines for high risk patients aims to reduce the risk of Bone Cement Implantation Syndrome, associated with a high morbidity and mortality.*

*63.9% of patients eligible for total hip replacement received one, (national average 26.1%) representing the excellent work of the arthroplasty surgeons in*

Continued p7 →



*accepting the NICE guidelines and working flexibly within and beyond their job plans to adhere to these.*

- Demonstration of multidisciplinary teamwork, e.g:

*All patients are discussed at a daily weekday MDT meeting allowing proactive discharge planning.*

*Patients are palliated where appropriate following discussion with the patient and/or relatives.*

*The quality of multi-disciplinary care and rehabilitation received by Bradford's hip fracture patients is reflected by the following outcome data.*

- Acute length of stay 12.6 days - significantly less than the national average of 15.7 days.
- 30 day mortality has fallen considerably (by 7%) and continues to improve

- Return to pre-injury residence by 30 days is 57.1% (47.1% in 2013, national average 53.1%).

The team plans to invest its prize money in a recliner chair for dementia patients with hip fractures who cannot safely sit out; a 'Re-Turn' device which aids standing and transferring; and further upgrading of a dementia friendly environment. ■

## Praise for team that pioneered national 'first'

### TEAM OF THE YEAR

Joint winner: Refractory Angina Service



FROM humble beginnings, our Refractory Angina Service has developed into a national flagship.

It was created in 2009 to provide treatment within West Yorkshire for

patients suffering with Refractory Angina (RA). In its first year it saw 20 patients. Since then the service has grown and now provides a national service.

Referrals have grown over five-fold and Bradford is now the leading refractory angina service in the country.

The service provides comprehensive care through a multi-disciplinary team (MDT) approach involving a clinical nurse specialist and a clinical psychologist through a series of education sessions, as well as novel pharmacological and interventional treatments.

The team has also brought new technology to the Foundation

Trust in the form of the Coronary Sinus Reducer, which is a novel stent implanted by only three UK centres.

This year, the team has launched a website for the service [www.refractoryangina.uk](http://www.refractoryangina.uk) which allows the service to be accessed from anywhere in the world and for consultations to be delivered in a variety of formats.

These include by video, real time face-to-face consultation on line and by webchat.

The team has also created a virtual community for patients where they can communicate with each other as well as with us through an on

Continued p8 →

line social forum. The website has formal links now with the British Heart Foundation.

Dr Paul Sainsbury, consultant cardiologist, who put forward the team, gave this ringing endorsement of its contribution: “This service is unique in the UK

and we believe is the first service to be offered on a national basis online.

“It has improved the delivery of care and access to care to a cohort of patients who have previously had poor provision.

“It has lead the way within the Trust delivery of digital health and brought new technology to the UK in the form of the Coronary Sinus Reducer. It has demonstrated the effectiveness of delivering an MDT approach to a complex group of patients.” ■

# Patient involvement the key to service improvement

## TEAM OF THE YEAR

Runner-up: Uro-Oncology Multi-Disciplinary Team



“THIS service has epitomised our determination not just to be a caring organisation, but a listening one too”, said Isla Dowds, Patient and Public Involvement Facilitator.

As well as introducing and developing the use of the innovative Da Vinci Robot to assist in surgery to treat patients with, for example, prostate cancer, this multi-disciplinary team (MDT) has responded positively to a range of

patient feedback to improve services.

This included quite a challenging Patient Story to the Board of Directors from a patient diagnosed and treated by them for prostate cancer.

Isla Dowds, Patient and Public Involvement

Facilitator, told judges in her nomination: “In so doing they have shown in a very practical and effective way that they care – making sure patients are at the centre of decision-making and their care, listening carefully to what they tell them and acting on it in a variety of ways.”

Over the last year, this has included the launch of a pre-operative patient education

session for patients about to undergo robotic-assisted laparoscopic prostatectomy (RALP) surgery. This has helped men and their partners/spouses prepare for what is life-changing major surgery, and one that often has on-going impact.

These sessions involve many members of the MDT, showing their understanding that by working together they can provide the best quality of care and experience for patients and their families.

Isla added: “Not only that but they understand and recognise the contribution that patients have to make, particularly in a situation which is anxiety-provoking and emotionally loaded, by involving and working with patients to help those attending to make an important decision and be well prepared for what lies ahead.” ■



# Team's 'vision for the future' to improve access

## TEAM OF THE YEAR

**Third place: Bradford Learning Disability Eye Service** (*orthoptists Caroline Rawse, Louise Outhwaite; consultant ophthalmologist Rachel Pilling; Eye Clinic Liaison Officer Iftekhar Ahmed; Day Case Unit Sisters Yvonne Musto and Joanne Parkinson; and Central Patient Booking Service clerk Ayaz Nawaz; as well as staff from other organisations - learning disability nurses Dawn Langwade, Ruth Foster from Bradford District Care NHS Foundation Trust; and Yvonne Smith, a teacher for the visually impaired from Education Bradford*).



OUR Bradford Learning Disability Eye Service has brought together community health, hospital eye services, education, patients and carers to improve access to eye health for adults and children with learning disabilities.

The team's achievements have also been recognised by VISION2020UK as winners of the Astbury Award for Excellence

in Collaboration in Eye Care for its use of current resources in a different way to improve access and outcomes in vulnerable patient groups.

We were impressed by the way this team has fulfilled two of its key aims, namely:

- To improve access to hospital eye services for adults with a learning disability.

*Since 2012, 53 patients have been seen by the service. The service has enabled us to find unmet need, diagnose and treat sight threatening conditions such as glaucoma, diabetic retinopathy and cataract, and provide support for those with untreatable visual impairment. Five patients were*

*identified as visual impaired and offered a Certificate of Visual Impairment. Fifteen patients have undergone surgery restoring sight in eleven patients, leading to remarkable improvements in mobility, self-care and quality of life for patient and carer.*

- To offer visual assessment within special schools for children with learning disabilities.

*Of the 286 children attending special needs schools in Bradford, 199 were not known to hospital eye services and underwent assessment in school. Some 42 children were referred into the hospital eye service; and 8 were identified as eligible for sight impairment registration.* ■



# Marking 1,000 years of NHS service

MEET the latest members of our millennium club!

The awards night was also an opportunity to present long-service awards to 32 of our hospitals' most familiar faces.

Between them, they have clocked up around 1,000 years of service - a remarkable achievement I would like us all to celebrate.

Drawn from all wards and departments, each was presented with a certificate, special NHS badge and vouchers to commemorate their 30 years' unstinting service to the NHS.

Congratulations to one and all! ■



Ian Marr  
 Karen Walker  
 Julie Bradman  
 Carol Close  
 Dawn Grigg  
 Paula Eastwood  
 Julie Hutchinson  
 Althea Oxford  
 Danka Pilak  
 Ellen Slater  
 Sharon Barker  
 Bernie Baker  
 Rachel Lawton  
 Sharan Packer  
 Stephen Kennedy  
 Michael Clegg

Sharon Hadfield  
 Helen Robertshaw  
 Bryan Gill  
 Linda Bamford  
 Philip Wright  
 Judith James  
 David Mitchell  
 Caroline Speed  
 Lorraine Terry  
 Jacqueline Kershaw  
 Karen Keogh  
 Linda Brooks  
 Tracy Cross  
 Chandra Preston  
 Carol Cahill  
 Jill Clayton





# B&Q deck the halls to bring a little Christmas spirit to BRI

Staff from B&Q Bradford have helped us to decorate the ENT Day Case Unit and ward, adding a bit of Christmas spirit at the start of the festive season.

THE retailer kindly offered the Bradford Royal Infirmary a £100 donation of Christmas trimmings and decorations, which have given the Day Case Unit and ward a joyful seasonal makeover.

With help from B&Q's Mandy Wooller, nursing and health care staff have created the perfect



decorative display which will really boost the Christmas spirit for patients and their families.

***Sister Yvonne Musto told me: "People's kindness never ceases to amaze me and on behalf of all our patients I would like to say a heartfelt thank you to B&Q for their donation of Christmas decorations."***

"The baubles and tinsel are really brightening up the ward and adding to the Christmas celebrations on our Day Case Unit."

The Day Case Unit and ward sees around 40 patients every day who require ear, nose or throat surgery under local or general anaesthetic.

B&Q Bradford acting store manager, Matthew Haste told

*Let's Talk:* "At B&Q we're always looking at how we can give back to our local community in the best way that we can. We're extremely proud to have been able to support one of our local hospitals and delighted to help bring Christmas cheer to its patients."

This isn't the first time B&Q have supported us. In previous years, the store has donated gifts and decorations to BRI's children's wards. We are really grateful for their generosity and support. ■





# Bradford pupils first to test out new desk study

I AM thrilled by this week's news that, thanks to our research work, Bradford pupils are the first in the country to test out new custom-made school desks which could lead to them being more active.

The ergonomic sit-to-stand desks have now arrived at Grove House Primary School as a result of Born in Bradford (BiB).

Researchers from BiB, one of the biggest and most important medical research studies in the UK, and Loughborough University have been working with the school since 2014 on the *Stand Out in Class* study.

It aims to find out how best to combat sedentary behaviour (prolonged sitting) in primary schools and to encourage children to become more active.

In the first part of the study last year, six adult-size desks were brought into the Year 5 class for pupils aged nine and 10 to try out.

***But now, for the second phase of the research, a classroom full of standard desks has been replaced by specially-made, child-size versions which will be trialled by up to 30 pupils.***

BiB's lead researcher, Dr Sally Barber told *Let's Talk*: "Our first study suggested it may not be necessary to replace all standard desks, but then we were using adult-sized desks and only had a bank of six. Now we have a whole



class using desks which have been specially made for their size so we want to compare our findings."

The first findings showed that pupils sat for just under 10 hours a day, which is equivalent to 70% of their total waking hours.

"We know that sitting down for prolonged periods is bad for your health, but in the classroom and the workplace this has become the norm," added Dr Barber.

***"An urgent cultural shift is needed, and we feel that the only way to do this is to target this generation, particularly while they are still at school. If we can bring about a behaviour change, learnt from a young age, then this should continue into adulthood and improve people's overall quality of health."***

Byron Primary School, Barkerend Road, Bradford has kindly agreed to act as the "control" school for the study. This means that BiB researchers have weighed and measured the Byron pupils and given them activity monitors to wear but they will continue to use the standard school desks. At the end of the study, results will then be compared between the two schools.

It is expected that it will be at least a year before our research can be analysed. Initial findings have been published in the *Journal of Public Health* and are also available on the BiB website [www.borninbradford.nhs.uk](http://www.borninbradford.nhs.uk).

The Bradford collaborators on this project are funded by the [National Institute for Health Research](http://www.nihr.ac.uk) (NIHR). ■

# All in a day's work for Good Samaritan Kate



NEWS has reached me this week of one of our doctors who went above and beyond in the call of duty – and it's a story I'd like to share.

Dr Kate Gallagher, of BRI's Accident and Emergency Department, was in London for her Part C exams for the Membership of the Royal College of Emergency Medicine (RCEM). Just as she was due to register at 9.30am, she was faced with a real-life emergency.

Here, Kate picks up the story: "I was as nervous as anything and just walking past the British Medical Association in Tavistock Square, trying to find my way to Mary Ward House, where the exam was to be, when I saw this commotion.

***"I saw a motorcyclist lying on his back in the road with people standing all around him. Someone was calling 999 but there was no-one tending to him. He looked as though he was a bike messenger, and his front wheel had gone under the front of the taxi.***

"So I went over and introduced myself and just tried to prevent him from moving his head and kept him in the C-Spine. He was coherent and talking to me. Another passer-by, who turned out to be a GP also stopped to help."

***Registrar Kate used her "home-grown" talent – she was born right here at BRI, to work with Dr Kirsty Callen, of the Royal Preston Hospital, who had just joined her. The two of them stayed with the motorcyclist until paramedics arrived.***

"He was in pain around his pelvis, his right knee and chest and so I continued to support his head until they got a cannula in and got him stabilised. When I heard that Dr Callen was a consultant, I asked her if she was there for the exam too and if this would count! Once the patient was stable, she told me I needed to go so I ended up running the final distance to Mary Ward House."

Kate got there just in the nick of time, changed into her scrubs, and took her OSCE (Objective Structured Clinical Examination).

*Let's Talk* only got to hear about Kate being a real Good Samaritan that day thanks to Dr Callen.

The trauma consultant posted about Kates's good deed on the RCEM website: "Despite her time constraints, her exam stress, and her exam clothes, she stopped and knelt on a wet London street to help a stranger. Dr Kate from Bradford, respect."

I too would like to praise Kate's compassion and true professionalism. It obviously runs in the family, as Kate's dad is former BRI anaesthetist Brian Gallagher, whom many of us will remember.

"To be honest, I'm embarrassed by all the fuss because you don't do what you do for the glory – it's because it is who you are and what you do," Kate told me. ■



# Showcasing our services with the X-mas Factor!

FATHER Christmas took time off from his busy schedule to make a surprise visit to our Christmas Open Event – and he wasn't the only seasonal figure to pop in and say hello.

Rudolph the red-nosed reindeer and Frosty the Snowman were also busy mingling with colleagues enjoying a bit of festive fun over at Field House, BRI.

The event was organised to celebrate all that's good about our hospitals and share with colleagues the many examples of expertise that exist, and I was delighted to see so many of you there joining in to make the event such a success.

***Once again, it provided the perfect platform to showcase the array of first-rate staff and first-class services that we are***

***so fortunate to have - teams from diabetes, the chaplaincy, physiotherapy, volunteers, electronic patient records, radiology, the staff gym, health and wellbeing, transformation, bowel cancer screening and our hospital charities' section were among those taking part.***

It was impressive to see their brightly-coloured stands, exhibiting images and really useful

Continued p15 →



*Frosty the Snowman chills out at the event at Field House*



*Christian Chaplain Joe Fielder and one his parishioners, Ruth Hays start the carol singing*



information, stretching the length of Field House's oak-panelled corridor.

One of the stands attracting a lot of attention was the new hospital wing stand with its photographs and artists' impressions charting and illustrating this exciting new chapter for all of us that will become reality in less than a year.

And the carol singing by Christian Chaplain, Joe Fielder, and one of his parishioners, Ruth Hays, certainly put us all in festive mood.

Helen Sutcliffe, Executive Officer, who organised the event, told *Let's Talk*: "It was a fantastic opportunity to showcase the excellent work going on within the organisation. A great big thank you to all those who took part as well as those who turned up for some festive fun."

I would also like to add my thanks to all those teams who contributed to the event's success as well as to my Executive and Non-Executive colleagues who kindly donated the raffle prizes and money for the vouchers. ■



Father Christmas and Rudolph take a well-earned rest ahead of their 'big night'



Muslim Chaplain, Maryam Riaz (left) and Sikh Chaplain, Hoshier Singh (right) look at the plans for the new hospital wing with new build programme manager, Shane Embleton (centre)



Heather Bearpark, Workplace Health and Wellbeing Manager and Danny Lane, an instructor in the staff gym were inspiring staff to get fit and healthy in the New Year



Organiser Helen Sutcliffe, Executive Officer with festive friends

# Helping you prepare for our CQC inspection

THERE is less than one month to go before the Care Quality Commission visits us to carry out its follow up inspection – and it is vitally important that we are all prepared for it.

That is why we have put together a staff handbook which is designed to guide you through the process by:

- Helping you understand the CQC’s approach
- Explaining the focus of the CQC’s questions
- Providing suggestions about how you can prepare
- Equipping you with contacts for further support and where to get additional information

You can read and download the handbook by clicking here: <http://bit.ly/1RmljqG>

This information is not just useful in preparation for the CQC follow up inspection itself, but will be helpful for the future as we work together to improve the services we provide.

Please remember that when they arrive on Monday January 11 for the start of their inspection, which is expected to last three days, it will be an opportunity once again for us to showcase our services and demonstrate how we share lessons we learn to advance the quality of our patient care.

With your help, we have taken giant strides towards further

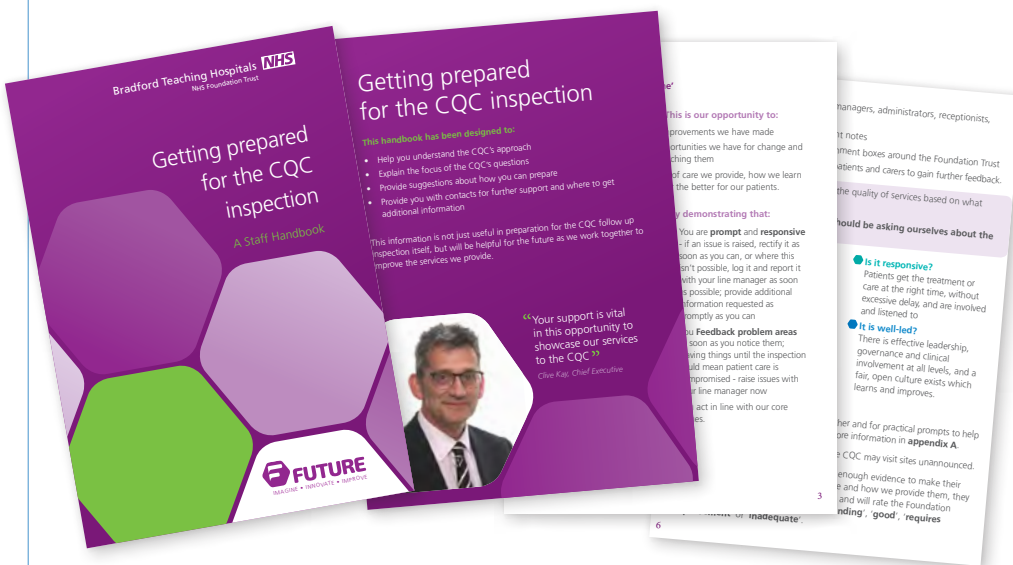


You can read and download the handbook by clicking here: <http://bit.ly/1RmljqG>

improving our services since we were initially inspected by the Care Quality Commission a year ago.

This edition of *Let’s Talk*, which captures your excellent work that featured at both the recent staff awards and Christmas open event, underlines this progress and – with the benefit of this new handbook – creates an excellent platform on which to prepare for the follow-up visit.

Should you have any specific questions about the visit from the CQC, please email me at [lets.talk@bthft.nhs.uk](mailto:lets.talk@bthft.nhs.uk). Thanks. ■



Let’s **talk** again next week – and in the meantime you can send your comments and anything you’d like to share with colleagues: [lets.talk@bthft.nhs.uk](mailto:lets.talk@bthft.nhs.uk)





# Temporary relocation of Eccleshill inpatients



## Congratulations

Finally, I would like you to join me in congratulating our Director of Informatics, Cindy Fedell, on being voted the new chair of the NHS Providers Informatics Leads network – another example of our growing national reputation in many different fields of healthcare. ■

I WOULD like to share with you plans by our Medicine Division to relocate its inpatient service temporarily from Eccleshill Community Hospital to St Luke's Hospital.

The move, which will be completed this week, will ensure we continue to provide safe nurse staffing levels across the entire community hospitals' bed base. This is especially important during the forthcoming winter period.

There will be no reduction in intermediate care bed provision and all other services at Eccleshill, such as the outpatients department and out-of-hours service, will remain unaffected.

The patient experience will be improved. There will be less reliance on temporary nurse staffing to support the wards. Staff working on the elderly wards will have the experience and knowledge of nursing patients in an elderly care setting.

Those of you involved in this transfer will be supported during and after the move, and I thank you for your cooperation.

Under the changes, which will remain in place until the end of March:

- Eccleshill Community Hospital's Inpatient Ward will transfer to Ward F3 and Ward F5 at St Luke's hospital. We will relocate ward F5 elderly rehabilitation onto ward F6. This will provide further intermediate

care capacity and care of the elderly capacity.

- Stroke and Neurology Rehabilitation will relocate to ward F3, providing a dedicated ward area for this specialist and often complex group of patients.

We recognise that any change can bring uncertainty and anxiety. Patients and carers will be informed of any ward moves that might affect them and kept up-to-date as and when required. ■



Clive Kay,  
Chief Executive

Let's **talk** again next week – and in the meantime you can send your comments and anything you'd like to share with colleagues: [lets.talk@bthft.nhs.uk](mailto:lets.talk@bthft.nhs.uk)

