

VIEWPOINT



Issue No 220

17 December 2009

PICTURE
SPECIAL

Formal opening of the CDU



The Clinical Decisions Unit (CDU) was formally opened by Baroness Gillian Shephard on Friday 11 December. Baroness Shephard toured the unit meeting the staff who work there, prior to unveiling a plaque to mark the occasion. Also in attendance were senior executives of the hospital and NHS Norfolk, the Mayor of West Norfolk Council, representatives of the builders, suppliers, nursing and support staff.

Baroness Shephard said *"This is a fabulous facility and a tribute to the professionalism, intelligence and caring nature of the hospital staff. I am pleased to be here to open the new unit and to celebrate what this hospital means to all of us locally".*

PICTURE CAPTIONS

1. Dr Sal Cheerth explains the purpose and advantages of the CDU to Baroness Shephard watched by (from left) Maggie Carter, Karen Townend and Nerissa Vaughan.

2. On the CDU, with (from left) Helen Smith, Sal Cheerth, Karon Strong, Noel Scanlon, Baroness Shephard and the Mayoress and Mayor of West Norfolk

3. Chair of QEH Board Kate Gordon (far right) and NHS Norfolk Chair Sheila Childerhouse (centre) with Baroness Shephard at the plaque unveiling.

4. Baroness Shephard with (from left) David Sexton of Pentaco Construction, Tony Webster and James Long of Pentaco.

Equality & Diversity e-learning

Equality and diversity is central to the NHS Constitution and the equalities agenda is at the heart of all we do as an employer and service provider. An essential part of achieving this agenda is to have a skilled workforce which feels valued and respected. As a service provider it is imperative that we ensure equality of access, equality of experience and equality of outcome for the population we serve.

The Trust's priorities for equality and diversity training are to:

- Discharge our legal obligations around equality and diversity training
- Support employees to work at the required level of competence for their post, with respect to the equality & diversity dimension of the NHS Knowledge and Skills Framework
- Support the delivery of culturally competent health services
- Ensure that we treat all patients and service users with dignity and respect
- Support fair recruitment, selection and employment practices and the development of a diverse workforce.



'Same Difference' – online training

In conjunction with a company called Learning Resources International, we have commissioned an on-line training package available to all Trust employees on equality and diversity, called 'Same Difference'. A modular course, this package enables employees to work through topics at their own pace, with certification produced for completion of each module. You will be able to access the Same Difference training through the Learning Zone on the HR Intranet from Monday 18th January 2010. Several tutorial sessions will be available in the Conference room for staff that do not have access to a PC, dates will follow in **Viewpoint**.

The Trust has a legal requirement to ensure that all employees understand the importance of equality and how the Trust's equality policies and equality schemes will affect their work. Many employees will require additional training appropriate to their job, and other related programmes are currently under development.

I would encourage all managers to ensure that they support their staff in undertaking this mandatory training package.

A handwritten signature in black ink, appearing to read 'Jacqui Bate'.

Jacqui Bate, Director of Human Resources and Organisational Development

Slips, Trips and Falls Training 2010

- | | |
|----------------|---------------|
| ■ 20 January | ■ 17 February |
| ■ 24 March | ■ 21 April |
| ■ 19 May | ■ 23 June |
| ■ 21 July | ■ 25 August |
| ■ 22 September | ■ 27 October |
| ■ 24 November | ■ 15 December |

All in Ortho trauma room 15:00 and 15:30 no need to book.
Any queries please contact Julie Calton.

The Critical Care Outreach Team (by Karen McGuire)



(from left: Mike Albert, Liz Gear, Helen Kirkpatrick, Emma Ashwell and Karen McGuire)

The Outreach team is a nurse led service with the objective of supporting care delivery to the sick and deteriorating patients across the Trust. The Outreach team works across the Trust and is available for advice, support & guidance on the management, planning and treatment options for the sick and deteriorating patients in the ward and assessment areas.

The Critical Care Outreach Team has 3 main objectives:

1. To avert inappropriate admissions to the critical care unit – through identifying & treating patients whose condition is deteriorating, therefore preventing admissions or ensuring that necessary admissions are more timely.
2. Enable and support discharges from higher levels of care- by supporting patients discharged from critical care areas and supporting ward based clinicians.
3. To share critical care skills – by educating and supporting ward based staff.

The team is a complementary support system working with the parental nursing and medical teams when invited to offer support and guidance. The team members are

Karen McGuire – Nurse Consultant & Outreach lead – Bleep 2329 (ext 3754)

Emma Ashwell – Outreach Practitioner

Helen Kirkpatrick – Outreach Practitioner

Liz Gear – Outreach Practitioner

Mike Albert – Outreach Practitioner

Dr Joe Carter – Consultant anaesthetist/intensivist and Medical lead

Service Provision

The Outreach team will review and advise on any patients that you have clinical concerns about but should be called to review patients with Early Warning Scores (EWSS) of 4 or more.

The Outreach team from January 4th 2010 will be available 12hours per day 7 days a week.

Hours of work 7.30am-19.30pm.

To contact the team please bleep 3509 or 2329

Over the forthcoming festive and New Year period from W/C December 21st the Outreach team will provide 7 day cover 8am - 4pm.

Carol Service Draws A Crowd

More than a hundred people squeezed into the Sacred Space to enjoy the Carol Service on Wednesday 16 December. The service included readings and prayers as well as some favourite carols. This was the first Christmas Carol Service held in the Sacred Space and it was certainly one to remember.



Christmas in the Sacred Space

Christmas Eve: 11.45 Midnight Communion

A quiet service for anyone able to get there at that time. Unfortunately we are not able to make arrangements to bring patients in beds or wheelchairs. We may sing a couple of carols if sufficient people are present.

Christmas Day 10.00am Holy Communion with Carols

A service mainly for patients but everybody is welcome. Arrangements will be made for patients to be brought in beds or wheelchairs.

Sunday 27 December 10.00am Holy Communion

The usual Sunday service

ARE YOU ON DUTY CHRISTMAS DAY?

Will you be joining us for breakfast or Christmas Lunch?

Have you got a ticket yet?

If not please see the dining room supervisor as soon as possible!

May we politely ask you to only take a breakfast or lunch ticket if you will actually be joining us on the day!

We may have to recharge individual wards or departments if there are large numbers of tickets being requested and then meals not been taken up.



Q. Who looks after Santa when he is ill?

A. The National Elf Service



FROM MARHAM TO RUDHAMAT CHRISTMAS

The Sergeants mess at RAF Marham, including mess members and mess staff, delivered some gifts for children on Rudham Ward this week.

The donations of brand new toys, sweets and chocolates were gratefully received by Play Specialist Mandy French, as well as the children themselves. There was also a box of chocolates for the hard working staff.

From P G Hopkins:

'I recently underwent nasal surgery and I was in the experienced hands of Mr Rajendra and his staff and I remained in hospital overnight in Denver ward. May I just say that the whole process was carried out with great diligence and professionalism and I always felt I was in the most capable of hands. The Denver ward staff were amazing and the level of care, attention and patience that was administered was most impressive to say the least. It was truly impressive and I will not forget.'

From Mr and Mrs West:

'We would like to take this opportunity to say a big thank you to all those members of staff who have helped both my wife and I through our illnesses over the last year, and to wish you all a very Merry Christmas and a Happy New Year!'

Christmas Cheer on Necton and Oxborough Wards

The entrance to Necton and Oxborough has been transformed thanks to the efforts of the staff, mainly Ward Clerks Tristy Thrower and Haley Bowers. 'We thought it would cheer the place up and put a smile on people's faces. Everyone who comes here really likes it – patients, visitors and staff' says Tristy (right of our picture with Haley.)

Is this the cheeriest part of the hospital? Over to you to decide.



Viewpoint is the weekly staff publication for The Queen Elizabeth Hospital King's Lynn, NHS Trust, Norfolk, PE30 4ET.

If you have any news, submissions or comments please contact Richard Humphries (ext 3216) or Gary Howman in Communications (ext 2305) or by email.



**£1350
raised
for
Gayton
Ward
Patients
Fund**

Senior Sister Mandy Manning was very pleased to receive a large cheque for the Gayton Patients Fund. Kind hearted employees of Premier Foods, Wisbech embarked on a mammoth sponsored walk around the Peddars Way footpath in Norfolk in support of the fund. Two employees including David Hill completed 75 miles each whilst Mandy's sister Chris Haycock chalked up an impressive 26 miles. The walk was also supported by staff at Fenland Hygiene including Tracy Stanford who came to the QE for the cheque presentation

Mandy said "I am so grateful for this huge donation which brings us nearer to achieving our aim of purchasing a new hoist. The patients on Gayton Ward will certainly benefit from the efforts and generosity of all who supported this event'.

Our picture shows (from left): David Hill, Junior Sister Jasmin Sope-Acanto, Tracy Stanford, Chris Haycock and Senior Sister Mandy Manning

Additional money available for training for staff who do not need to be clinically registered within their roles

In addition to Train to Gain/JIF funding, there is some money remaining from the Agenda for Change pot from a previous pay award (up to £150 per person) for staff who do not need to be clinically registered within their roles. Training must be relevant to the staff member's job/KSF outline. Staff have used this fund to pay for or towards the following types of training:

- Tissue viability study day
- Workshop for developing investigative skills
- Equality and diversity training
- Shorthand course
- HNC Business management
- Clinical audit course
- CIPD

To apply for this money, staff must first discuss the training with his/her manager and then obtain an application form either by accessing the Trust learning and development website or by contacting Liz Josh, ESR Information Officer on ext 3071.

A M Oakman, NVQ Centre Manager

Trust Board as at December 2009

Non-Executive Directors



Kate Gordon
Chair and
Non Executive Director



Dr Jill Robinson
Non Executive Director



Neil Harrison
Non Executive Director



Jules Hillier
Non Executive Director



Shawn Haney
Non Executive Director



Sean Green
Non Executive Director

Executive Directors (Board members)



Nerissa Vaughan
Chief Executive



Noel Scanlon
Deputy Chief Executive/
Chief Nurse



Dr Geoff Hunnam
Medical Director



Chris Preston
Director of Finance

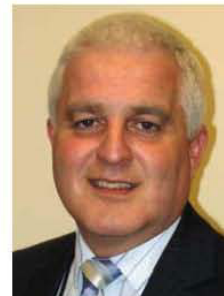


John Fletcher
Commercial Director

Executive Directors



Barbara Cummings
Director of Performance
and Informatics



Mark Henry
Director of Operations



Jacqui Bate
Director of Human Resources
and Organisational Development