

Team Brief

January 2009



Julian Hartley Chief Executive's Report

Launch of the Health and Social Care Awards 2009

The Health and Social Care Awards 2009 have been launched and offer an excellent opportunity for us to be recognised for the innovative work being done at the Trust.

Last year the North West had more than 300 entries for its regional awards from all sections of the NHS, and we were fortunate to have two projects shortlisted. The application process has just been opened for the 2009 awards, with 14 national categories. You can nominate your team, service, project or colleague and the closing date for nominations is midnight on March 6th 2009. The North West's regional awards ceremony will take place on May 19th 2009.

Application is through an online form, which is available on the NHS Institute's website at www.institute.nhs.uk/health_and_social_care_awards. Further details of the award categories and criteria can also be found here.

NHS Constitution

The NHS Constitution for England, which is the first of its kind in the world, was officially launched last week and was signed by Prime Minister Gordon Brown, Health Secretary Alan Johnson and NHS Chief Executive David Nicholson.

The Constitution contains a range of pledges to patients, the public and staff members in the hope that bringing these groups' existing rights together in one constitution will mean they know what they are legally entitled to. For staff members, the Constitution will also mean an NHS-wide commitment to equipping them with the tools, training and support they need to deliver high quality care for patients.

Lord Darzi's review of the NHS, *High Quality Care for All* concluded last summer that there was a case for a constitution to enshrine the principles and values of the NHS in England. The landmark document is designed to safeguard the future of the NHS and renew its core values, making sure it continues to be relevant to the needs of patients, the public and staff members in the 21st century.

Celebration Ball 2008 feedback form

An online feedback form is now available to complete regarding the Celebration Ball and Celebrating Success Awards 2008. Staff members are asked to complete the feedback form whether they attended the event last year or not. The questionnaire is available on

the intranet homepage under Latest Additions or [click here](#). It will be accessible until the end of February 2009.



Aidan Kehoe Deputy Chief Executive's Report

Winter pressures

I would like to thank all staff for their continued hard work and commitment over recent weeks, when we have seen unprecedented levels of emergency activity. In the last week of December we had a 35% increase in emergency admissions.

Despite this, the Trust remains one of the top performers in the country in relation to the A&E four hour target, which is testimony to the way everyone has pulled together to deal with this increased workload.

Self-service outpatient check-in system

A pilot of the electronic Savience Check-In system is now operational for patients attending outpatient appointments in the Lancashire Cardiac Centre. Staff are working alongside volunteers in encouraging patients to utilise the system and contribute to the evaluation process. Further electronic check-in systems are due to be purchased and installed in outpatient clinics, following a positive outcome of the pilot.

The system has been purchased to support Centralised Patient Booking, a wider project aimed at enabling reception staff to book onward appointments for patients before they leave their outpatient appointment. Onward appointments, such as diagnostics, pre-operative assessments, day case procedures etc. will be booked from central reception desks. This will provide a better service for patients and also help reduce the number of patient cancellations and 'did not attends'.

Leadership and Management style questionnaire

Following the results of the Leadership and Management Style Questionnaire (LMSQ) it is now time for managers to feedback their key learning points to their teams. The questionnaire was designed to help leaders of healthcare teams by providing regular, confidential feedback on their effectiveness from less senior colleagues who work with them.

Research shows that the extent to which staff feel they have supportive leaders who encourage them and take an interest in their work and personal and professional development, has a major impact on their job satisfaction, motivation, stress levels and therefore on retention rates and crucially, quality of service/patient experience.

The Trust has already rolled out the questionnaire on two occasions and the feedback that this has provided has proved invaluable in helping colleagues to improve their performance as leaders and managers. The deadline for the latest survey was last November and all results should now have been fed back to managers. Therefore, all members of staff should now expect their managers to give them feedback on the key developments that have resulted from the questionnaire.



Julia Langwade **Acting Director of Nursing and Quality's Report**

Infection update

The Trust is required to introduce MRSA Screening for all elective admissions by March 31st 2009. A timeline of key actions has been incorporated into an action plan to ensure compliance with Department of Health 2008/2009 and 2009/2010 Operation Framework requirements.

From April 2009, all elective admissions must be screened for MRSA in line with Department of Health guidance. This should be extended to cover emergency admissions as soon as possible and definitely no later than 2011.

In addition to MRSA Action Plan for Screening, the Trust is required to have clear assurance processes in place, therefore, the Trust has utilised the Department of Health Good Practice Guideline.

Patient Information Leaflet System

A new system is being introduced across the Trust to improve and standardise the quality of information leaflets for patients.

A series of templates have been designed which must be used by all staff who produce patient literature to ensure all information is clear, consistent, professional and meets NHS identity guidelines. A number of training sessions will be organised throughout March for those members of staff who currently produce patient leaflets or who may need to do so in the future.

Further information will be released shortly once the system is up and running on the intranet. In the meantime, if you would like any further information please contact the Communications Department on ext 3538.



Barry McEwan **Acting Director of Facilities' Report**

Updates on Women and Children's Unit and Phase 6

Phase 6 enabling works will start in February. These will include preparing for service diversions and new services, which will run along the ring road, making links to join the Cardiac Centre, Maternity and visitor access to the main hospital and demolition works of the Annexe Wards.

The scheme to combine Women's and Children's Services within one Unit is on schedule with building works for the first phase, including a new Safeguarding Centre and relocation of Foetal Assessment, currently taking place.

Fire alarms

Due to the recent number of fire attendances to the residential accommodation, staff members are reminded that they must comply with the Trust Fire Policy. The wedging of fire doors or tampering with fire detection systems is a breach of Trust policy. Misuse will lead to residents being subject to a financial penalty.

Renewal of car parking permits

Car parking permits expire at the end of March 2009. To renew your car parking permit, please complete and return a permit application form. Application forms have been amended and are available on the Travel Intranet site and at the Security Office next to A&E and at the Zoo.

Applications to renew permits for the multi-storey car park must be signed by an authorised signatory. As this is an onerous task for authorised signatories, applications for the Zoo and Nights and Weekends permits will be accepted without an authorised signatory.

Applications forms must be returned to the Security Office next to A/E or at the Zoo no later than March 6th 2009. Arrangements for collection of new permits will be included in March Team Brief. If you require any further information, please contact Leanne, Car Park Security, on ext 6970.



Nick Grimshaw Director of Human Resources' Report

Social Networking Sites and contacts with the media

Following recent high profile media cases and investigations within the Trust, staff are reminded to take care when using social networking sites such as Facebook. Staff need to be mindful that comments placed on such sites are not confidential and can be read by members of the public. Consequently you are asked not to post any comments that can be seen by the public as bringing the Trust into disrepute or may breach the duty of confidentiality which applies to all staff. This would include derogatory comments about patients, other members of staff or the general working environment. You should also be aware that Trust IT systems are intended for the conduct of Trust business only. Further information is contained in the IM & T Policy and Guideline on the Use of the Internet. Both these documents are freely available on the intranet.

I'd also like to take this opportunity to remind staff that there are clear rules in place with regard to dealings with the media, further advice of which is available from the Communications Department. The Trust works very hard to create and sustain a climate where staff can provide feedback, raise issues and challenge constructively, without fear of reprisal or recrimination and it is not helpful to the Trust's reputation, to patients or to staff to go direct to the media on issues without firstly, raising these internally.

Staff who may wish to legitimately raise concerns about work or the conduct of others can do so through several agreed procedures including the Raising Concerns Policy and the Resolution Procedure. Further advice on how to do so can be obtained from the HR directorate, from your trade union representative or via HR Policies on the Trust Intranet. The rules on dealings with the media can be found on the trust intranet.

Credit Union

The Blackpool, Fylde and Wyre Credit Union has been officially authorised by the Financial Services Authority (FSA). The Credit Union is a not-for-profit financial co-operative that is locally based and run by its members. It provides a savings and affordable loans service, as well as access to confidential money advice. Anyone from the Trust and its partner organisations are welcome to join. The idea is that members save together to build up a pool of money and they can then apply for a loan from this pool when they need it. Any excess income made from savings after operating costs have been covered will be paid back to members as a dividend (a share). If you would like further information, please contact the Credit Union Office on 01253 478827, email bfwcu@blackpool.gov.uk or call Kevin Smith on ext 5246.

Mentoring Scheme

The Trust has launched its Mentoring Scheme and is looking to recruit and fully train employees from our various staff groups who would like to become mentors and support the personal and professional development of their colleagues.

The scheme is commissioned by the NHS North West Leadership Academy, and has been up-and-running for four years, providing support to organisations in terms of leadership development. Further information on the Mentoring Scheme and how it can benefit mentors and mentees can be found on the NHS North West Mentoring website: www.nwmentoring.nhs.uk/index.html or contact Nigel Rowley, Programme Manager, via email on nigel.rowley@bfwh.nhs.uk.



Dr Paul Kelsey Medical Director's Report

Quality Agenda

This morning more than 100 members of staff from the organisation, together with the Board, met to hear about the key items of the quality agenda. The key targets to the organisation are as follows:

Goal	Performance measure
Improved hospital mortality rates	<ul style="list-style-type: none">• 10 point reduction in our Hospital Standardised Mortality Rates, year on year for the next 3 years.• Deliver a HSMR of 73 by the financial year 2011/12
Conformance to best practice	<ul style="list-style-type: none">• Full implementation of Advancing Quality, 100,000 Lives and Saving Lives interventions.
Reduce avoidable harms	<ul style="list-style-type: none">• Reducing adverse incidents and preventable harms by 50% by year 2011/12.
Improve the patient experience	<ul style="list-style-type: none">• Improvement in the national patient satisfaction survey of 5 points per year, over the next 3 years.• Achieve top 10% performance for all indicators by 2011/12.

We will be working with clinical teams across the organisation to develop a portfolio of projects which will deliver these ambitious improvements in patient quality over the next three years. The conference was part of the Leading Improvement in Patient Safety Programme (LIPS). The session was also organised to reinforce the Board's commitment to patient safety and to discuss how to improve it within the Trust.

Organ Donation

As part of a national drive to improve organ donation we are introducing and developing an Organ Donation Committee. This will be chaired by Ramesh Gandhi, a retired Consultant Cardiothoracic Surgeon and a Governor of the Trust. Dr Jason Cupitt has been appointed as Organ Donation Champion and we hope that we will be able to increase the organisation's contribution and help the needs of patients requiring transplantation.

Patient Safety Walkabout

Many of you will already have had the pleasure of unannounced visits by Executive Directors. These Patient Safety Walkabouts are an opportunity for staff to speak with Executive Directors about any concerns they have for the safety of patients under their care. They are also an opportunity for the Executive Directors to see the delivery of healthcare on the shop floor. We have increased the frequency of these walkabouts from a once a week visit on a Wednesday morning so that they may now occur any time, any place. I hope you see these visits, if they occur in your area, as an important opportunity to consider issues of patient safety and to bring any concerns directly to the attention of the senior management team. Most clinical areas have already received at least one visit and we will be continuing this programme so that all areas can expect a further visit.



Tim Welch Director of Finance's Report

Financial Update

The Trust performed strongly in December and is now £2.5m ahead of its forecast financial plan for the year to date. The Trust is on track to deliver its planned surplus for the year. Achieving this surplus is essential if resources are to be available to service our development plans.

February Team Brief

The next Team Brief will be published on Wednesday February 25th 2009.

Team Brief

Feedback Form . . . January 2009

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This feedback form aims to give staff the opportunity to ask any questions about the issues mentioned in this month's Team Brief. All questions raised from this feedback form will be answered in the next edition.

The form can also be used if staff have any items which they would like including in next month's edition.

Name:

Ward/Department:

Hospital site:

Question:

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Please return completed forms to:
Communications Department
Trust Headquarters
Blackpool Victoria Hospital