

United Lincolnshire HOSPITALS NEWS

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hand in hand – fighting infection together

United Lincolnshire Hospitals NHS Trust joined together with all the other NHS organisations in the region as part of a campaign to highlight issues surrounding healthcare associated infections and tackle them.

The hand in hand, fighting infection together campaign ran from 10 to 14 December 2007. A range of activities took place across the county promoting hand hygiene and demonstrating the good work already being done to combat infections, in particular, MRSA and Clostridium difficile.

All of the ULH hospitals participated and the variety of initiatives was extensive, including a display of artwork by schoolchildren, a Meet the Matrons event and many stands providing information and practical demonstrations from the Trust's infection control team nurses, catering departments and cleaning staff.

Senior Infection Control Nurse with the United Lincolnshire Hospitals NHS Trust, Charmian Hutson, said: "Tackling healthcare associated infections is a major priority for us and it is important that we let people know about everything we are doing to fight infections."

Visitors to the hospital have a vital role to play in combating infections coming into our hospitals and awareness campaigns such as this help get this message across. Infection cannot be completely eliminated because it is, in part, the price we pay for



■ Sandra Smirthwaite, Infection Control Nurse (far left); Linda Higginbottom, Head of Nursing (second left); and Charmian Hutson, Senior Infection Control Nurse (fourth from right), with student nurses

advances in medical technology and treatment. However, it can be substantially reduced through everyone taking responsibility.

The Trust has one of the lowest rates of Clostridium difficile in the country and the number of cases of MRSA in county hospitals has dropped 20% in

the last year, so our efforts, including campaigns such as this, are really paying off."

The campaign was supported by advertising on buses on main transport routes across Lincolnshire in a bid to take the campaign messages out to the public and make everyone more aware



Tackling healthcare associated infections is a major priority for us and it is important that we let people know about everything we are doing to fight infections.
– Charmian Hutson

about how to prevent infections. 'Stop Infection' posters were also displayed throughout hospitals, GP surgeries and health centres.

An information leaflet explaining more about hand hygiene, with a handy cleansing gel sachet attached, was available to those going into hospitals whether as patients or visitors. In addition, patients received campaign napkins with their meals to remind them of the importance of hand hygiene.

hand in hand
fighting infection together

The various stands set up throughout United Lincolnshire Hospitals NHS Trust for hand in hand week demonstrated that hand hygiene is simple and if carried out correctly, contributes more than any other single activity to the prevention of infection.

Infection Control Teams were kept busy providing information and advice on all aspects of infection control, as well as practical demonstrations of correct hand washing techniques. At Lincoln County Hospital, the Infection Control Team are seen opposite showing student nurses a Glow Box, which highlights areas of the hand which might have been missed whilst being cleansed.



■ Infection Control Stand at County Hospital Louth

The Hotel Services teams were also available to talk to visitors about their role in combating infection and keeping the hospitals clean and safe. Seen here at Lincoln County Hospital, section leaders demonstrate one of the tools used, a steam cleaner.



■ Pam Killingsworth and Liz Long, Section Leaders - Hotel Services

Wrangle school children visit Pilgrim Hospital

Year 5 and 6 pupils from Wrangle Primary School, near Boston, created hand hygiene posters as part of hand in hand awareness week.

Pilgrim Hospital, Boston, invited the local schoolchildren to participate in promoting the importance of washing hands and how this helps tackle infection. They relished the opportunity, which became part of a wider science project. The children did a marvellous job, producing very colourful posters of all shapes and sizes, bursting with ideas and lots of bugs and germs! The posters were then put on display at Pilgrim's Main Reception for the duration of the fighting infection together campaign.



■ (Back row, l-r) Jo Bradshaw, Junior Sister; Lisa Meacher, Executive Deputy Head at Wrangle Primary School; Wendy Creasey, Infection Control Sister; Margaret Keay, Matron – Paediatrics; Teri Green, Pilgrim Hospital General Manager. (Front row, l-r) Ryan Overton, Chelsea Davis, Kimberley Ashton, Darren Avison

£350 Donation to Stroke Unit

The Stroke Unit at Lincoln County Hospital has received a generous donation from the Lincoln Flower Club.

A cheque for £350 was presented on 13 December 2007 at the Methodist Chapel, Bailgate, Lincoln.

Staff from the Stroke Unit would like to thank everyone involved in the fundraising for their marvellous efforts, hard work and generosity. The money will go towards purchasing a new profile bed for the unit.



■ (l-r) Matrons: Mandy Charles; Ian Hamilton; John Boulton

Meet the Matrons

As part of the hand in hand, fighting infection together awareness week, the matrons at Pilgrim Hospital, Boston, invited the public and press to come along and have their say on the role of today's matron.

Ian Hamilton, John Boulton and Mandy Charles made themselves available on 14 December to discuss the work they do, gather feedback and understand more about what the public would like a matron to do for patients and their relatives.

Ian Hamilton spoke on the day, commenting that: "People have different views about what the matron's role is. Matrons are a central contact for any problems on the wards for both patients and staff. We are responsible and accountable for sorting out any issues and finding resolutions. Each of us works within different areas of the hospital and that ensures all departments are covered."

It was decided to raise awareness of the matrons as part of the hand in hand week because they have a responsibility for infection control. John Boulton emphasised the importance of this aspect of their role: "Cleanliness is a massive issue these days. A lot of comments we get are that things would be much better if matrons were brought back – but we are still here and patient safety in a clean hospital is still a priority," he said.

Mandy Charles added: "The event allowed us to get feedback from the public and we will be able to use their comments and suggestions as one element of planning the future development of the matron's role, especially with regards to better serving our patients."

Trust welcomes new consultants



United Lincolnshire Hospitals NHS Trust is pleased to welcome four new consultants to its hospitals.



■ Dr Ashraf

Dr Ashraf - Consultant Radiologist
Patients could avoid having to go through MRI or CT scans for certain investigations thanks to the appointment of a new Consultant Radiologist.

Dr Tauseef Ashraf specialises in musculoskeletal ultrasound and hopes to introduce this service to Lincolnshire. Musculoskeletal ultrasound refers to the use of ultrasound to examine the joints and surrounding soft tissues. Compared to MRI and CT scanning it is relatively inexpensive and avoids exposure to radiation. He is also piloting use of the MRI arthrogram, a new technique to the hospital which highlights cartilage lesions which cannot be seen on either ultrasound, plain MRI or CT scans.

Dr Ashraf joined the team at Pilgrim Hospital, Boston, in November 2007. Prior to this he studied radiology at Newcastle University for five years. He completed his medical training at Royal Liverpool University Hospital in 2002. He also now enjoys sharing his knowledge and expertise, teaching FY1 (foundation) doctors and radiology SPRs (specialist registrar.)

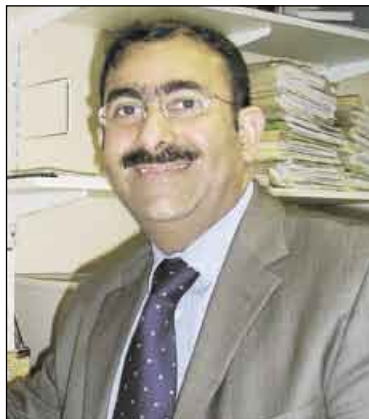
Dr Ashraf's aim to offer musculoskeletal ultrasound to the people of Lincolnshire will mean that some patients can avoid MRI scans for problems such as shoulder pain, early detection of erosion in Rheumatoid arthritis or superficial lumps and bumps.

"This move should mean examinations for these patients are much quicker and so waiting times for such things will be cut. It will also benefit people who are claustrophobic and don't feel comfortable in MRI scanners. It is a much more dynamic and quicker way of working. It will lead to quicker intervention and treatment in certain circumstances," he said.



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– Dr Ashraf



■ Dr Malik

Dr Malik – Consultant Nephrologist
Dr Amir Malik's appointment brings new services to Lincolnshire which were previously only available outside of the county.

Nephrology relates to the diagnosis and treatment of diseases and disorders of the kidney (renal function) and local people are now benefiting from local renal disease management. Dr Malik is also able to offer different treatment and procedure options, such as renal biopsies and insertion of dialysis catheters.

Born and qualified in Pakistan, Dr Malik completed a four-year residency programme in General Medicine, also attaining a Fellowship of Medicine (FCPS). He worked as a Consultant Physician with an interest in nephrology for a one year period. He then came to the UK in 1999 to undergo structured and accredited training in nephrology at teaching hospitals in Edinburgh, Nottingham and Derby.

During this period he also undertook two years clinical research in peritoneal dialysis at Charing Cross and Hammer-smith Hospitals, London. This project led to publication in international journals and presentations at various national and international meetings. Peritoneal dialysis remains one of Dr Malik's special interests, alongside bone mineral metabolic disorders in dialysis patients.

Dr Malik commented: "The Royal College of Physicians of Edinburgh sponsored my training in the UK after assessing me as a trainee with outstanding potential. Having undergone accredited UK nephrology training, undertaken clinical research and developed a keen interest in teaching, I can now offer comprehensive expertise in the acute and chronic management of renal diseases as well as in the teaching and training of students, nurses and doctors.

In the current era, increasing nephrology demands require a state of the art nephrology service, which has the ability to provide expert management of renal patients and also to cope with emerging renal needs. My desire is to help and participate in the development of organised patient-centred renal services at Lincoln County Hospital, one which complements existing services and is responsive to local and regional health needs."

Although based primarily at Lincoln County Hospital, Dr Malik will also provide services at Pilgrim Hospital, Boston dialysis unit for one day a week.



■ Dr Ravikumar



I am excited to be working for the Trust and look forward to providing secondary care services for people with diabetes-related complications and their complex needs.

– Dr Ravikumar

Dr Ravikumar – Consultant Physician in Diabetes & Endocrinology

Dr Chinnusamy Ravikumar has been appointed to work at Lincoln County Hospital as a Consultant Physician in General Medicine/Diabetes and Endocrinology.

His appointment, in the summer of 2007, has already meant the introduction of new services, including a weekly diabetes foot clinic at Lincoln. A particular interest in diabetes during pregnancy means Dr Ravikumar will be offering combined antenatal diabetes/endocrine clinics from April 2008. He also already holds weekly clinics dealing with all endocrine problems, endocrinology being the branch of medicine that deals with hormone disorders.

Most recently he has undertaken training for radio iodine treatment for benign thyroid disease, a treatment required by some patients with an over-active thyroid. Dr Ravikumar has now started to provide this service, working closely with oncologists who previously offered this treatment.

Born and qualified in India, Dr Ravikumar worked in various hospitals across the country prior to joining ULH from University Hospitals of Leicester where he completed his specialist training.

Discussing his appointment, he said: "I am excited to be working for the Trust and look forward to providing secondary care services for people with diabetes-related complications and their complex needs. Working closely with my colleagues I am keen to develop further specialist clinics and also provide support to primary care providers."



■ Dr Basu

Dr Basu - Consultant Clinical Neurophysiologist

Tests for conditions such as motor neurone disease, muscular dystrophy and narcolepsy will now be carried out in Lincolnshire thanks to the appointment of Consultant Clinical Neurophysiologist, Dr Jayashree Basu.

She hopes to revolutionise the treatment and diagnosis of illnesses of the nervous system in Lincolnshire. Her appointment means: certain neurophysiological services are once again available in the county; a reduction in waiting times for tests of the nervous system and the development of sleep studies.

Dr Basu, who qualified in India, listed her special interests as:

- Electromyography (EMG) - a technique for evaluating and recording the physiological properties of muscles and nerves. EMG is performed using an instrument called an electromyograph which detects the electrical potential generated by muscle cells
- Motor neurone diseases - a group of progressive neurological disorders that destroy motor neurones, i.e., the cells that control voluntary muscle activity such as speaking, walking, breathing, and swallowing
- Myositis – inflammation of the muscles
- Myopathies - neuromuscular diseases in which the muscle fibres do not function, resulting in muscular weakness
- Muscular dystrophies - a group of genetic, hereditary muscle diseases that cause progressive muscle weakness

"I am going to provide a fully comprehensive neurophysiological service for the people of Lincolnshire," she said. "It will be available locally, saving patients from having to travel outside the county. All the common, as well as special neurophysiological tests, including nerve conduction studies and EMG for nerve and muscle disorders, will be done locally. Our service will also include adult, children's and neonatal EEG (electroencephalogram, a test which records brain activity.)"

In addition to this diagnostic work, Dr Basu is also hoping to develop sleep studies, including nap testing. "At present the Trust offers Multiple Sleep Latency tests for diagnosis of sleep disorders such as Narcolepsy. This involves monitoring how quickly a person falls asleep during the day in quiet situations. I am going to promote a short video EEG test that has proved very useful and cost effective for the diagnosis of non-epileptic attacks."

Our next year of improvement

Gary Walker, Chief Executive

By the time you read this brief look at the year ahead I'm sure the festive season is already a distant memory and you are busy planning the year ahead – well, at least planning the summer holiday destination perhaps!

The next 12 months will continue to see each of our services improve, as they have done in all respects for the past year. We have already made great improvements in key areas including reducing infection rates, which have for many months been lower than our target and reducing waiting times, which in another few months will have been halved. By March we hope to achieve a maximum wait for the majority of GP referrals to treatment of 18 weeks as opposed to 39 weeks, the figure from last year.

Recently, diagnostic waiting times have been reduced by 80%, with waiting down from months to weeks. This achievement has already been recognised by our patients, GPs, Lincolnshire PCT and others as an outstanding improvement. Further plans are in place to reduce these wait times to two weeks or less.

In March we will be revising and publishing our business plan for the next three to five years. This will build on the plan published in March 2007, providing greater detail on future developments within the individual services. We will continue the themes of patient safety, efficiency and being appropriately paid for all the services we provide.

As with all acute hospitals we will need to make significant financial savings. Many of the measures we put in place last year have given us a good



The NHS will celebrate its 60th anniversary in 2008 and we will be looking to recognise our achievements and those of the wider NHS at various events.

– Gary Walker

start, but we will still need to make challenging decisions. The scale of the financial savings needed are £13.5m (around 4.5%) in 2008/09 and at least £10m per year for the following 5 years. To achieve this we will continue with our current plan, concentrating on reducing waste and inefficiency by ceasing to provide services that are either not paid for or do not add value to the patient. We will continue to reduce our reliance on buildings and estate and we will seek to transfer staff into community or primary care settings as appropriate.

This continued requirement for efficiency is driven by the need to reduce our costs to fund service improvements, as well as national payment reductions for hospital services.

We will need to put in place a wide range of planned improvements. These include: the replacement of the Maternity building at Pilgrim Hospital, Boston; improvements to endoscopy facilities at all sites; intensive care facilities at Pilgrim; and improvements in major care pathways. These pathways have been developed over many months with clinical teams across Lincolnshire's health services and include Stroke, COPD and Diabetes.



During the year we will be continuing to develop our engagement with patients and the community. The process has already started for the Trust in applying for Foundation Trust status which, without any delays, would see us become a Foundation Trust in 2009. We will be seeking a membership of approximately 15,000 people from the community which will provide many benefits as we move towards becoming a public interest body. Your opinion and involvement will be integral to the process, as such I will be keeping you informed and updated in future issues of ULH News.

The NHS will celebrate its 60th anniversary in 2008 and we will be looking to recognise our achievements and those of the wider NHS at various events during the year. Watch this space for more details.

Specialist customer care training for staff

More than 1,000 hospital staff in Lincolnshire have received tailored customer care training, meaning patients are getting the best possible service from those who care for them.

The specialist customer care training programme was set up by United Lincolnshire Hospitals NHS Trust after staff expressed an interest in working to better serve patients' needs. Patients had also voiced similar suggestions through written feedback and comment. As such, the Trust has implemented a programme of customer care training.

The one-day course first asks staff to look at who their customers are: not only patients, relatives and visitors; but also colleagues, other professions and people outside of the organisation. Then the importance of communication and first impressions is considered. Trainers discuss situations where people are stressed, frightened, concerned and/or bereaved and how these feelings affect people's ability to communicate and what special considerations need to be taken into account in these circumstances.

The importance of having a positive attitude towards hospital customers and treating all patients with dignity is also explored. This includes discussion on disability awareness. Staff are also asked to consider the different needs of their customers in relation to information and helping them to make choices.

Patient and Public Involvement Manager for the Trust, Terry Vine, said: "The training is being offered to help staff feel confident and assured in providing the best customer care possible in all situations. Patients will benefit greatly and find staff even more welcoming, communicative and supportive.

We made the programme mandatory from June this year, ensuring we are well on our way to training all hospital staff in customer care.

Customer care is just as important within hospitals as it is in shops, restaurants and other businesses and we are keen to do everything possible to further improve the satisfaction of our patients."

To date, 600 staff members, including nurses, midwives, health care support workers, physiotherapists, occupational therapists, medical secretaries and receptionists, have taken part in one-day training courses. A further 400 senior managers and consultants have had one-hour introductory sessions.

Inaugural induction programme for Health Care Support Workers

The first cohort for the Health Care Support Worker induction programme commenced on 17 September 2007 at Pilgrim Hospital, Boston.

The induction programme was introduced following the implementation of the United Lincolnshire Hospitals NHS Trust Unregistered Nursing Workforce Strategy earlier in 2007. It is a ten-day course, spread over three months, including sessions on customer care, clinical skills and career development.

Fourteen candidates, from the Lincoln, Louth and Pilgrim sites, attended, eleven of whom had previously worked in various forms of care, for example, community or residential / nursing homes, with the remaining three transferring from domestic or catering services within ULH.

The aim of the induction programme is to prepare newly appointed HCSWs for their challenging and rewarding role. This is achieved by helping them to understand their role, supporting them to work safely and effectively in a new environment, as well as developing and updating their skills and knowledge base. All those who attend the programme are then expected to complete an NVQ Level 2 in Health or Health & Social Care over the following year, if they have not already done so.

The induction programme is an integral part of the Career Development Plan, launched in June 2007, for unregistered nursing staff within ULH. The plan forms an essential strand of a new strategy for the Unregistered Nursing Workforce, that both recognises and



values the role played by this group of staff in the delivery of high quality patient care. The strategy aims to ensure that unregistered nursing staff, such as HCSWs, are afforded the opportunity to develop and follow a career pathway. This pathway includes routes for career development in both their current role and into other roles such as assistant practitioner or pre-registration nurse education. However, the importance is centred on giving HCSWs the tools to grow as skilled and effective practitioners whilst caring for patients and supporting their registered colleagues.

Initial evaluation of the programme indicates that it has been well received



It is a ten-day course, spread over three months, including sessions on customer care, clinical skills and career development.

– Bridget Hoad

by both candidates and managers, with comments highlighting that parts of the induction have been "extremely useful" and relevant to the HCSW role. Candidates and managers will complete a further evaluation in six months time to determine their progress. This feedback will assist in the timings and content of future induction programmes.

The next induction programme for HCSWs commences on 17 February at Pilgrim Hospital. Enquiries should be addressed to Bridget Hoad, Unregistered Nursing Workforce Development Lead, Grantham ext. 4243 or Denise Tointon, Clinical Trainer, Boston ext. 5303.

REDUNDANT?

JOB GOING, NOTHING ELSE ON OFFER, PROSPECT OF BEING OUT OF WORK?

If you are aged 50 or over with 5 years or more NHS pensionable service (including transferred in service) you may be entitled to enhanced benefits.

Please contact Pensions department on: 01522 577168, 577273 or 577357

All information given is for guidance and does not override the NHS Pensions Agency's scheme regulations.



Hospital joins Louth's Shopwatch scheme

County Hospital Louth has joined the town's Shopwatch scheme, meaning additional, round-the-clock, back-up from Police Community Support Officers (PCSO's) is just a call away.

Shopwatch in Louth has been running since 2000. The nationwide scheme was set-up to help the police and local retailers join forces in a bid to make town centres and shops safer.

Seven years on and the scheme has gone from strength to strength. Members receive a two-way radio which provides a direct link to local PCSO's. This allows shops to work together with the police in detecting shoplifters and sharing that information. It has also been useful in many other ways, including tracking down children separated from their parents whilst shopping.

Although security incidents at County Hospital Louth are very low, facilities and portering staff were keen to link-up with the local scheme. Costs to set up the scheme were minimal, with £200 invested in a two-way radio. Shopwatch at the hospital went live on 25 April 2007 and has, fortunately, only been called on twice for incidences such as theft from vending machines.

Peter Kerman, Facilities Team Leader at Louth, commented: "The Shopwatch initiative has proved invaluable for the town and is now providing useful support to the hospital for non-emergency situations. We have only had to make use of the scheme on a couple of occasions, but it has the potential to help with issues not only of theft, but also flouting of parking and smoking rules.

The scheme is another method for us to further improve patient, staff and visitor safety whilst on our site and work with our colleagues in the town to make Louth as safe as possible."

The gloves are on for the Deep Clean

Inpatient wards across United Lincolnshire Hospitals NHS Trust will undergo special, intensive cleans between January and May 2008.

The Deep Clean will support the Trust's broader infection control measures already in place. All beds, furniture and even walls will be thoroughly washed and cleaned on all inpatient wards at Grantham and District, Lincoln County, Louth County and Pilgrim Hospital, Boston.

The Deep Clean programme was announced by the Prime Minister in October 2007 and on 1 November the NHS received guidance on what a Deep Clean might entail. Local plans have been formulated in line with Department of Health guidelines and the Trust has been given an extra £500,000 of Government funding to assist with logistics for the special Deep Cleans.

The Deep Cleans will involve both hospital staff and contractors carrying out various works including wall washing, dismantling and cleaning beds, cleaning all light fittings, radiators, vents and electrical equipment and de-cluttering all patient areas. Wards will be deep cleaned at a rate of one ward a week on each hospital site and will be cleaned one bay at a time, when empty of patients.

Chief Nurse, Sylvia Knight, said that although the Trust has carried out Deep Cleans in the past, they have not been to this scale. "The special Deep Cleans will form a major part of our strategy to fight infections and produce a tangible difference in the appearance and cleanliness of all our wards. There could be some disruption for patients, but staff will work to ensure this is kept to a minimum."

Trust Facilities Manager for Lincoln and Louth, John Wilson, added that a team had already carried out a pilot Deep Clean on Panton Ward at Lincoln County Hospital. The pilot enabled staff involved to work out how to most efficiently carry out the necessary



■ The Deep Clean pilot on Panton Ward

procedures in order to be effective and minimise disruption to patients. The results were also remarkable. "The team spent a week on the ward deep cleaning it and the difference is amazing," he said.

It is anticipated that all inpatient wards at County Hospital Louth and Grantham and District Hospital will have been specially deep cleaned by the end of March 2008. All wards at Lincoln County Hospital and Pilgrim Hospital, Boston, will have been specially deep cleaned by May 2008.

Training dummy donated to Kingfisher Ward, Grantham



■ (l-r) Nadine Shelbourn, Nursing Auxiliary; fundraiser Ben Benbow; Michelle Fardell; Dean Fardell and Julia O'Dwyer, PATCH Team Coordinator

Grantham and District Hospital staff who work with terminally ill children and their parents will be able to receive additional training thanks to a generous donation.

Dean and Michelle Fardell, whose child was cared for by the PATCH Team on the Kingfisher Ward, presented the training mannequin on 21 November 2007. The dummy helps staff and parents understand and train for certain procedures which aid young patients either on the ward or in their own homes.

The PATCH team provide short break care at home for children with palliative or end of life care needs. They will use the dummy as part of their training, in particular helping them to practice procedures such as tracheostomy care, suction, catheterisation and the insertion of intravenous drips.

PATCH Team Coordinator, Julia O'Dwyer, thanked the Fardells for their donation. "Although we have had access to training mannequins, the Fardells' generosity means that for the first time we will have one of our own and it will be on hand for use at any time."

Midwife of the Year 2007

Four United Lincolnshire Hospitals NHS Trust midwives were honoured in a recent ceremony organised by the Lincoln branch of the National Childbirth Trust.

Every year, parents and grandparents are invited to nominate a special midwife who they feel has gone above and beyond the call of duty. Some of those mums were on hand to congratulate the winners when the awards ceremony took place at Lincoln County Hospital on 30 October.

The winner of Midwife of the Year for 2007 was Karen Wilkinson from the Antenatal Clinic at Lincoln Coun-

ty Hospital. Those who nominated Karen emphasised her dedication to women who faced trying times in their pregnancies.

Community Midwife, Kay Booth's nominations recognised her supportive nature and willingness to 'go the extra mile', securing her the runner-up position. Cathy Ashwin received a commendation both for her popularity and excellence as a Sure-Start Midwife.

The Lincoln NCT branch Special Award for Outstanding Contribution to Maternity Care was presented to Jane Kania from Bardney Ward at Lincoln County Hospital. Jane received this professional award for her work in pursuing and achieving greater choice for local expectant parents.

Simpsons Spa at Branston Hall, Old Station Nurseries and Flowers by Suzanne sponsored the prizes.



■ Karen Wilkinson (2nd left), Cathy Ashwin (4th left), Jane Kania (centre), Kay Booth (2nd right) with some of the mums who nominated them



■ A still from "Daddy's Girl" featuring Tyler Anderson as May. (credit: Rea Mulligan)

Lights, camera, action at Louth

A disused Nightingale Ward at County Hospital Louth helped set the scene in a local short film shot in 2007.

"Daddy's Girl" is a ten minute drama short about nine year old May, preparing for her dad's return from hospital following a rugby accident in which he was blinded. The film was directed by screenwriter Marcella Forster, who is from Lincolnshire.

The facilities and hotel services teams at Louth were delighted to be able to help the production team and offer Old Somersby Ward as a location. Peter Kerman and Wendy Maddison were on hand to help set the scene and filming went with out a hitch, taking just one evening in March 2007 to 'wrap up.'

The film made it into production thanks to the UK Film Council Digital Shorts initiative, run in the East Mid-

lands by EM Media. The scheme funds new filmmakers who successfully pitch their ideas as part of the Digital Shorts competitions. EM Media also put Marcella in contact with Yvonne Bray, Producer on Daddy's Girl.

Most of the film was shot on location on the beaches at Mablethorpe, but ward scenes were an integral part



I would like to thank everyone at the hospital involved in helping us.

– Marcella Forster

to the plot and Marcella already had an idea of where to find just the right place.

"I had my tonsils out in Louth when I was around four or five," she said. "I can remember the hospital well, even from such a young age and I think we were filming in the ward just below where I was staying. My brother was born in County Hospital as well, but that's not so memorable for a small girl as lots of ice cream is!"

"I would like to thank everyone at the hospital involved in helping us, for making us welcome and ensuring everything went as smoothly as is possible whilst on location."

Marcella's directorial debut has been very well received. Daddy's Girl was selected for both the Rhode Island International Film Festival and Palm Springs International Festival of Short Films in 2007.

Step back in time in the new staff rest room at Louth

A rest room for staff at County Hospital Louth has been revived recently and complemented by a display case of hospital memorabilia and history.

Improving Working Lives funding has paid for new facilities in order that staff have access to refreshments after the Workhouse Diner has finished serving for the day.

At the same time a treasure trove of hospital memorabilia was looking for a good home. One display case later, found in the old Medical Library, and staff are now able to enjoy a drink, a snack and also learn a bit about the history of the hospital.

The room has also proved useful for staff meetings and earns a small fee for rentals to other users such as local craft fairs.

Iain Drewery, Catering Team Leader at Louth, said: "It was decided to make a fairly old and drab restroom into a much more useful and nicer area for staff to relax in.

The Improving Working Lives funds meant we were able to re-decorate, provide new furniture and, most importantly, purchase a water fountain and vending machine. This means staff have somewhere to go on breaks that

also offers refreshments outside of the normal opening times of the Workhouse Diner.

Having items from the hospital's past on display has also caused a lot of interest amongst staff. So much so that many long-serving employees are bringing in photos from their early days at work."

Peter Kerman, Facilities Team Leader, has a keen interest in the hospital's history and was delighted when the opportunity presented itself to be able to work with Louth Museum and display items from the hospital's past. These include artefacts and letters from when the buildings housed the Louth Workhouse, with the prime exhibit being a silver goblet and chalice, presented to the Workhouse Chapel in 1837. A matron's uniform from a by-gone era, nurses' paper hats and old medical equipment are also on display.

Louth Museum conducts Workhouse Tours twice a year. For more information contact 01507 601211. If you have any items of memorabilia, specific to County Hospital Louth, you would like to donate or loan, please contact Peter Kerman on 01507 600100.



■ The new facilities at Louth, including memorabilia

New breast imaging machines purchased

Breast cancer care across Lincolnshire will be improved thanks to investment in two new pieces of hi-tech imaging equipment by United Lincolnshire Hospitals NHS Trust.

More than £100,000 is being spent in total. £43,000 on a third mammography machine for the Breast Imaging Unit at Lincoln County Hospital and £60,000 on a new Digital Faxitron machine.

The additional mammography machine will mean 9,000 more patients a year will be screened for breast cancer in the county. Within 18 months of the equipment being put into use every eligible woman in Lincolnshire will

be screened as required, i.e., every 36 months. It will be used for both routine screening and for screening of patients who have symptoms or past family history of breast cancer.

General Manager for Diagnostics at the Trust, Teresa Cope, discussed the benefits both new machines will bring.

"The new mammography machine will ensure we are able to screen all eligible women every 36 months and support this provision since the introduction of an extension to the age limits for those eligible. The age limit originally encompassed women aged from 50 to 64, but now includes those up to age 70," she said. "The new

Faxitron machine will improve theatre efficiency and reduce the time taken for some breast surgery."

The Digital Faxitron is a state-of-the-art, stand-alone unit which x-rays small pieces of breast tissue independent of the mammography procedure. It will be used to take images of specimens removed during breast surgery so that they can be examined more closely. Images are taken more quickly and accurately meaning surgeons can view them during the procedure. This, coupled with the ability offered to remove the entire specimen in just one operation, reduces the need for further ones.

ourNHS
our future

The Next Stage Review: Issue 2 – 2 November 2007

Staff encouraged to have their say on national review of the NHS 'Our NHS, Our Future'

As you might be aware, the Secretary of State has launched a wide ranging review of the NHS which is being led by Lord Darzi – a top surgeon. The review will report by June 2008 with an interim report expected in October 2007.

All staff are encouraged to put forward their views on this national review and can do so by going onto the national website and going to the online feedback form at www.ournhs.nhs.uk. On the front page of the form it asks you to put which event you attended, just put in here 'not applicable' if you didn't attend a regional event, then continue on to the next box and state that you are replying as an individual.

It is important to note that the work we have done in Lincolnshire around the Shaping Health consultation pre-empts a lot of the work around the national review, so we already have a head start compared to other health communities across the country. 'Our NHS, Our Future' will therefore build on what we are already doing in Lincolnshire.

County Project Director, Dr Martin McShane, is keen that all staff from across the NHS in Lincolnshire have an opportunity to have their say on this national review: "I'd urge all staff and their teams to take part in this exercise, it's important that we have some view from Lincolnshire fed into the process."

A copy of an introductory film from Lord Darzi and David Nicholson, Chief Executive of the NHS, is also available on the national website at www.ournhs.nhs.uk which is useful for staff to view.

If anyone has any questions about Shaping Health for Lincolnshire and how 'Our NHS, Our Future' fits into our vision locally then please contact Dr Martin McShane, County Project Director: martin.mcshane@lpct.nhs.uk.

Lincoln serves up five star catering



■ Thomas Moate (with arm in bandage) and Cameron Darby (in bed) with the staff of the children's wards

Noddy spotted on children's wards, with big, yellow bear

You might be forgiven for wondering what was going on at the children's wards at Lincoln County Hospital on Friday 16 November 2007. Bob the Builder was on reception and assorted cowgirls, pirates, bears and Noddy were caring for our young patients. The School Room on the ward was awash with yellow fuzzy felt and paper and there was a large yellow bear with an eye bandage overseeing events. Of course, it was Children in Need day.

Staff and patients on Lincoln and Ruston Wards were having a fine time raising money for this worthwhile cause that aims to positively change the lives of disadvantaged children and young

people in the UK. Cakes and biscuits were brought in and raffled off, very quickly indeed. The children were making badges, placemats, stickers - anything and everything that could be sold to raise funds. Even Pudsey was raffled at the end of the day. Over £120 has been raised so far, already breaking previous efforts. Clinic 5 also raised over £25 to add to the total funds.

Sister Carol Gannon expressed her gratitude and thanks to everyone who contributed to making the day such a success, not just in terms of raising money for Children in Need, but also by creating a great deal of fun and enjoyment for Lincoln's young patients.

The kitchen and restaurant at Lincoln County Hospital have been awarded five stars following an inspection by Lincoln City Council in November 2007.

Premises are inspected as part of the council's Food Business Star awards to rate facilities for their cleanliness and hygiene standards. Lincoln's County Restaurant and main kitchens were both awarded five stars for excellence, the top award.

The assessment is based on a range of health and safety issues including the cleanliness, layout and ventilation of the kitchens and food handling practices, food temperature controls and the management of food production in the restaurant.

Hotel Services and Catering Manager for Lincoln County Hospital, Wayne

McIntosh, said the hospital kitchen and restaurant had now achieved the 'excellent' rating for two consecutive years.

"The main kitchen at Lincoln County Hospital prepares about 19,000 meals a week, which are served in the restaurants, on the wards and also at County Hospital Louth," he said. "Despite the



Despite the volume produced, the kitchen staff are working to the highest possible standard.

– Wayne McIntosh

volume produced, the kitchen staff are working to the highest possible standard and the Trust is extremely pleased with their efforts. It means that patients are getting food that is prepared in top quality surroundings, using the best hygiene practices."

As reported in the November 2007 issue of ULH News, environmental health inspectors from East Lindsey District Council visited the catering department at Louth County Hospital as part of their Food Hygiene Award Scheme. The department was awarded three stars, the highest accolade possible under this scheme.

Lincoln County Hospital and County Hospital Louth also both scored an "excellent" rating for their food in the recent Patient Environment Action Teams (PEAT) scores for 2006/07.



Revamped refreshment stop for Pilgrim

Visitors and staff at Pilgrim Hospital, Boston are enjoying access to a newly opened coffee shop. Fresh coffee, tea, paninis, sandwiches and cakes are the order of the day at the newly revamped refreshment stop, which opened on 19 November.

Situated in the Outpatients Department waiting area, refreshments were previously provided by the Red Cross. John Spencer, Catering Manager at Pilgrim, said the shop was being taken over by the in-house catering department and that provided the ideal op-

portunity to re-decorate and improve the range of refreshments on offer. "It closed about two months ago and has been completely re-vamped. It is already proving to be a nice place for people to stop off for a quick snack or a drink when they visit outpatients." Part of the refurbishment included installing a brand new coffee machine and food preparation equipment.

The shop is now open between 9am and 4pm on weekdays offering hot and cold drinks, light lunches and snacks.



■ (l-r) Lyndsey Friend, Shirley Hocking, Ruth Thirkell, Catering Assistants

New CT scanner for Grantham

Waiting lists will be reduced and new, more complex scans carried out thanks to the purchase of a new CT scanner for Grantham and District Hospital.

United Lincolnshire Hospitals NHS Trust is set to invest more than £550,000 in buying the state-of-the-art scanner for the hospital. This equipment will offer numerous benefits to patients, including reduced waiting times for scans, availability of more advanced types of scans and lessening the necessity for some invasive testing methods.

CT scanning is a diagnostic procedure that obtains multiple images of the body from different angles and then joins them together using computer technology to show a cross-section of body tissues and organs. It provides more detailed information about head injuries, stroke, brain tumours and other brain diseases than plain x-ray films. The scan also shows bone, soft tissues and blood vessels in the same image which is useful in detecting abnormalities and in planning treatment.

The current spiral Computed

Tomography (CT) scanner is one in which a patient lies on a moving bed with the scan taken around them, in a spiral shape. It is a single slice scanner, that is, with a single row of detectors. The replacement 64 slice CT has the equivalent of 64 rows of detectors, meaning it is much quicker.

General Manager for Diagnostics, Teresa Cope, said: "This scanner will provide improved image quality, faster scanning with the ability to scan up to three times more patients each year. This new scanner will also be able to undertake more complex CT imaging examination such as CT Fluoroscopy [the use of scanners to guide injections of drugs for pain relief] and CT Angiography [an exam used to visualise blood flow in arteries and veins.]"

The current scanner offers limited options for more complex examinations and image quality is not the best available in today's market. In contrast, the new scanner will produce higher quality images, resulting in less time to reach an accurate diagnosis. It will be able to take routine scans, biopsy

procedures and even 3D images in the course of just one scan. It will also allow hospital staff to carry out more detailed imaging without using invasive procedures, such as diagnostic angiographies and neurological imaging.

Ms Cope also commented: "The new machine, which has been purchased using capital funds, will allow us to maintain our existing two week waits for all patients requiring a CT scan and help meet the 14% increase in demand for this type of diagnostic test."



■ Example of the high-quality images taken by 64-slice CT scanners



■ Sara Blackbourn presents the cheque to Ron Lodge, watched by the OT Team and Sylvia Knight, Chief Nurse (back row 3rd from left)

OTs raise £2,500 for Cancer Research

Cakes, babies, a big breakfast and a grand ball have all helped Occupational Therapists at Pilgrim Hospital, Boston raise funds for their chosen charity this year.

More than £2,500 has been raised for Cancer Research UK and the OTs have literally had a ball doing so.

Every member of the team has been involved: whether baking cakes for sale; taking part in nationwide fundraising events such as the Cancer Research UK Big Breakfast and Race for Life; selling unwanted items at car boot sales or even having a go at the 'guess the weight of the baby' competition. The big fundraising event of the year was a Summer Ball, which raised over £2,000 alone.

A cheque was presented to Ron Lodge, Area Volunteer Manager for Cancer Research UK, at Pilgrim Hospital on 20 December 2007, during the OT's Christmas Party. Ron expressed his gratitude and sincerest thanks to the whole team for their wonderful efforts in raising such a fantastic amount.

"Cancer Research UK relies on our

30,000 volunteers who work tirelessly to help us fund research so we can improve our understanding of cancer and how to prevent, diagnose and treat the various different kinds. Thanks to our fundraisers, cancer mortality rates in the UK have dropped by 11% in the last ten years. Their generosity means we can continue our pledge to help save lives."

Sara Blackbourn, Head of the Occupational Therapy Department, said: "We decided to fundraise for Cancer Research UK throughout the whole of 2007. It's a very worthwhile cause and we are delighted to have raised a considerable amount of money for them.

Occupational Therapists work at the Pilgrim Hospital and Skegness and Welland Hospitals. Taking part in the fundraising activities has given the whole of the occupational therapy team a big morale boost. All the events we have organised and taken part in have brought everyone together. We've all benefited tremendously from that, raised money for a worthy cause and had a lot of fun doing so."

Knowledge and Information Service: Helping staff keep up to date.

The Knowledge and Information Service has launched a series of current awareness bulletins to help busy staff keep up to date in their field of interest.

Bulletins are issued every month and staff who register with the service can opt to receive an email alerting them to new and updated issues.

Staff value the service provided. As an example: "It is incredibly difficult to keep abreast of contemporary social policy, professional issues and evidence based guidelines in maternity care. The current awareness bulletin enables practitioners to do so, reduces time spent searching for information, highlights important issues and significant developments in maternity care."

Areas currently covered are:

- Accident and Emergency
- Care of Older People
- CPD
- Health Managers
- Infection Control
- Maternity
- Mental Health
- Paediatrics
- Pain Management

• Urology

Four bulletins are also produced bi-monthly for the Research and Development Department covering their research areas of Cancer, Diabetes, Medicines for Children and Stroke.

Visit the Lincolnshire Health Information and Library Services website for a full list of bulletins. http://www.hello.nhs.uk/current_awareness.asp

If staff in other areas feel a similar service would be beneficial to them, please let the Knowledge and Information team know and they will investigate developing further bulletins.

More information is available on any aspect of the services from Ann Darling, Clinical Librarian, Pilgrim Hospital. Email: ann.darling@ulh.nhs.uk / Telephone 01205 445270



current awareness bulletins help busy staff keep up to date

electronic Discharge Document project moves on

Improvements to patient care, better use of resources, data quality and financial savings are just some of the benefits that United Lincolnshire Hospitals NHS Trust is realising from the introduction of the electronic Discharge Document (eDD).

The eDD project commenced in August 2005 following a Medical Administration Review which identified issues with the Trust's existing discharge process, including legibility and delays in discharge information reaching the GP. In response, the Trust designed and developed the electronic Discharge Document and, following wide consultation with staff and a four month pilot, a number of stages have been successfully implemented.

On 12 December 2007, stage 6 of the project successfully delivered a major milestone - automated secure electronic transfer of the discharge document to GPs from all Trust sites. A section to record basic Multi Disciplinary Team (MDT) information has also been added, which will in time replace paper MDT documentation for simple discharges. This section has been delivered first to Pilgrim Hospital, Boston, with other sites to follow shortly. A catalogue of other smaller enhancements was also delivered at this time.

The eDD solution offers significant direct and indirect benefits to the Trust, patients, staff and GPs. These include: better continuity of care through improved quality, legibility and timeliness of discharge information; a reduction in clinical risk to patients following discharge; improved security and accountability for discharge information; financial savings; and a more professional image for the Trust.

These benefits come about thanks to a number of contributing factors. The eDD enables the capture of discharge information throughout the patient's stay, as opposed to waiting until the time of discharge. If used properly, delays to the completion of paperwork as a patient is discharged can be significantly reduced. The eDD incorporates information contained in the previous paper discharge summary (the initial information supplied to GPs) and the discharge letter, which removes the need for a subsequent follow up letter in over 80% of cases. The eDD is used by doctors, nurses, pharmacists and ward clerks. In alignment with forthcoming national applications, it has been designed with role-based access control. This enables staff to have secure access to the parts of the document appropriate to them and the ability to contribute as necessary to the completion of the eDD.

Ric Creasey, Project Manager for eDD, commented: "The entire project has been about much more than just a change from paper-based information to an electronic format. It has meant a change in working practices for staff and their involvement has been an integral element to achieving the success of this project. The eDD Project Team has worked closely with clinical staff groups to identify more efficient and effective working processes, whilst also ensuring that the eDD solution has been designed to support them in delivering high quality and timely discharge information. The team have worked hard to ensure that eDD also meets the highest stand-

ard of security and governance, which is required of all computer software used in a healthcare setting.

I am pleased that this major milestone has been achieved as planned and would like to thank everyone involved in making this project a success, particu-

larly the eDD Project Team, for their dedication, creativity and flexibility over the last two years."

Trust staff looking to find more detailed information about the eDD project can visit the eDD Intranet site at: <http://intranet/subsites/eDischarge/>

THIS DISCHARGE DOCUMENT HAS NOT YET BEEN COMPLETED!
The current status is [Doctor] Signed Off.

Discharge Option(s) [Demo system only]: [Mark as Unavailable](#)

SEARCH PRINT SIGN-OFF ALERTS EDIT UNLOCK EXIT

CONFIDENTIAL e-Discharge: Surgical Discharge Document

Sent to GP (please circle) Date: / /
Filed: Posted Initials

United Lincolnshire Hospitals NHS Trust
Pilgrim Hospital Boston
Sassy Road, Boston, Lincolnshire, PE21 9QS
Tel: 01205 364501
Friday, 21 December, 2007 [14:19:10]

To: DR SMITH
LINCOLN ROAD
LINCOLNSHIRE
ENGLAND
UK
LN22 2BB

Patient Details
NHS No: [redacted]
Name: [redacted]
DoB: 20 Feb 1954
Address: eDD HOUSE
HIGH STREET
LINCOLNSHIRE
ENGLAND, UK
LN11 1AA

Date of Admission: 04 Dec 2007 Date of Discharge: 06 Dec 2007
Specialty: General Surgery Admission Type: Elective
Primary Diagnosis: Benign neoplasm lip

Outpatient Follow up/Tests Planned as Outpatient:

| Type | Specialist | Follow Up Date |
|--------------|------------|----------------|
| 24 hour tape | [redacted] | 3/52 |

CONFIDENTIAL e-Discharge: Surgical Discharge Document

Discharge From: Cardiology Unit
Discharge To: Intermediate Care Bed

Allergies / Sensitivities / Suspected Adverse Reactions:
None

Dear Doctor:
hhhhh
No further discharge letter planned at present

CONFIDENTIAL e-Discharge: Medication on Discharge [1 of 1]
Medication (Drug, Route, Dose, Frequency, Course Length, Reason for Change):

| Drug Description | Route | Dose | Frequency |
|--------------------------|-------|------|-------------------|
| MEBEVERINE 135mg TABLETS | oral | One | three times a day |

Course Length: Continuous Reason for change: [redacted]
Supply: [redacted]
Reason for Pharmacy Change: [redacted]

1 Patient discharged with a minimum of 14 days supply unless a shorter course has been prescribed. Please Date Signatures
2 Reason for change from prescription on admission

e-Discharge: Pharmacy Details

Pharmacy Clinical Check By: [redacted] Pharmacy Dispensed By: [redacted] Pharmacy Checked By: [redacted]

e-Discharge: Nurse Details

Nurse Check 1: [redacted] Nurse Check 2: [redacted]

CONFIDENTIAL e-Discharge: Completion Details

Discharging Consultant: [redacted]

Discharging/Prescribing Professional: P4 Training [Pilgrim Training Account]
Contact Number: 01205 364801 (9999)
Main Signature: [redacted]
Digitally Signed: Signed by Training P4 (ULHT) Signed on 21 Dec 2007 at 14:19:10
Digitally Signed: Signed by Training P4 (ULHT) Signed on 21 Dec 2007 at 14:19:10

The patient has not requested a copy of this document

Please file this document in the correspondence section of ULHT Casenotes

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SEARCH PRINT SIGN-OFF ALERTS EDIT UNLOCK EXIT

■ eDD screenshot

NHS STAFF paying for Registered or Approved Childcare **CAN SAVE £££'s**

Order Childcare vouchers from April '06 up to the maximum of £55 per week or £243 per month and benefit from Tax and National Insurance exemptions on your order!

Childcare Voucher scheme (conditions apply) available to staff of Lincolnshire Partnership Trust, United Lincolnshire Hospitals Trust, Lincolnshire Teaching Primary Care Trust (LTPCT) and East Midlands Ambulance Service.

Potential yearly saving on childcare costs of up to £1196. Double this if both parents work for Lincolnshire.



Champions strive to continually improve the patient experience



I am proud to be the patron of this initiative, which has already proved to be a great success in making a real difference to patients.

– Sylvia Knight



■ Patient Wellbeing Champions

Training and development of hospital staff who champion patient wellbeing continues apace at United Lincolnshire Hospitals NHS Trust.

The latest development forum was held on 23 November 2007 at Pilgrim Hospital, Boston, uniting the 35 current Patient Wellbeing Champions. By joining together regularly the champions are able to share best practise knowledge gained from their learning and practical experiences. This session also addressed a number of key clinical risk concepts, integral to promoting safety, dignity and well being within the Trust. These included child protection, the vulnerable adult and mental capacity. Speakers at the event included Trust staff: Sylvia Knight, Chief Nurse; Dr Gillian Garden, Consultant - Psychological Medicine; and Deputy Chief Nurses Sue Glaister and Liz Libiszewski.

Sylvia Knight commented: "I am proud to be the patron of this initiative, which has already proved to be a great success in making a real difference to patients. Since the programme began in 2006, a number of nursing, allied health professional and health care support staff from across the Trust have participated. New skills and knowledge are then taken back to the wards where subsequent patient focussed projects have developed, testament to both their

training and also their enthusiasm."

Projects already being undertaken by Patient Wellbeing Champions across the Trust reflect the themes of the latest forum, for example, addressing the needs of vulnerable patients, promoting the social needs of teenage patients, and striving to reflect the infection control agenda nationally.

The Patient Wellbeing Champion initiative was piloted within United Lincolnshire Hospitals NHS Trust for one year and is now an established programme. Staff are supported to develop their care with regards to patients' emotional and psychological needs, including aspects of the patient experience relating to privacy and dignity, spirituality and specialist bereavement care, through customised training. They are also encouraged to pinpoint and manage projects within their own areas that will promote improved dignity and care for patients.

Future plans include extending the programme to clinical directorate, unregistered workforce and senior allied healthcare professional staff across the four ULH sites.

Leading the project are Tim Couchman, Senior Chaplain; Marie McDermott, Clinical Training Manager, and Terry Vine, Patient and Public Involvement Manager.

NEWS IN BRIEF

Blind societies merge

As of November 2007, Lindsey Blind Society and Lincoln Blind Society have merged their two organisations.

The new Lincoln & Lindsey Blind Society (LLBS) will ensure sustainability in a larger and stronger society which seeks to continue to improve services as people's needs change. LLBS will have a client register of 2,500 visually impaired people across three counties - North Lincolnshire, North East Lincolnshire and Lincolnshire.

Mrs Beryl Keyte has retired from her role of Chief Officer, Lincoln Blind Society. She will carry on her involvement with local members and will also be a Trustee of the new Society, as will the ex-Lincoln Chairman, Mr Stan Keyte, and two ex-Lincoln Trustees, Mr David Hodgson, and Miss Anne Duckmanton. Lindsey's Chief Executive, Audrey Moore, has taken over the running of the new Society. Anne Peacock has been appointed as Sight Impairment Officer and Brenda Parish is the Administration Assistant. The Registered Office is at Bradbury House, Louth.

**ACT NOW TO ACCESS THIS
ADDITIONAL BENEFIT**
For more information contact:
**Lincolnshire NHS Childcare
Team**
01522 546546 ext 7512
Email:
childcare@lss.nhs.uk
Or contact Busy Bees on Free phone
08000 430 860 and request a parent pack





■ (l-r) Lynette Pogson; Carole Darrigan; Vic Firth, Fundraising Manager for ULH; Pat Boon, Chair of the Pilgrim Charity Shop; Maureen Rands, presenting the cheque to Dr Garden, Consultant - Psychological Medicine; Dr Meacock, Consultant Physician – Care of the Elderly; Carol Willerton, Junior Sister and Sue Pieniak, Staff Nurse

Specialist beds and equipment donated by Pilgrim Charity Shop

The ladies of the Pilgrim Charity Shop have been working hard, once again, for the benefit of Pilgrim Hospital, Boston. Their latest donation amounts to a grand total of £6,636 which will fund new specialist beds and equipment.

The generous donation has been allocated to purchase items which will be beneficial to both patients and staff. £6,000 paid for five of the specialist beds, which will be located on Ward 6B, with the remainder spent on a patient lifting aid.

The hi-tech beds lower to floor level ensuring that when confused patients are resting/sleeping, injuries are minimised particularly useful when a nurse is not at the bedside. If a patient attempts to climb out of bed a fall is

prevented. Crash mats are also provided as an added precaution. The beds can then be raised to facilitate patient consultation, treatment and rehabilitation. The new Arjo Stedy lifting aid will be used in the Outpatients Department. It will help patients who need assistance in standing and safe transfer to chairs, couches and toilets.

A cheque presentation was made by representatives from the Pilgrim Charity Shop on 14 December 2007. Dr Garden and Dr Meacock accepted the cheque on behalf of Pilgrim Hospital and thanked the ladies for their remarkable efforts and generosity. Mince pies and coffee were then enjoyed by all in attendance.

Vic Firth, Fundraising Manager for United Lincolnshire Hospitals NHS Trust, commented: "The ladies from the

Pilgrim Charity Shop have worked tirelessly for the benefit of the hospital, our patients and our staff for a number of years now. We are extremely grateful for all of their kind support and hard work."

The Pilgrim Charity Shop raises funds for Pilgrim Hospital by selling good quality second-hand items, including almost everything from clothes to bric-a-brac. The shop is run entirely by volunteers who work extremely hard to give something back to the community, but also have fun doing so. Donations are always welcomed and there is an easy drop off point outside the shop, which is located on Rosegarth Street in Boston. Opening hours are 9.30am – 3.30pm from Monday to Saturday. Contact: 01205 356396.

Breakfast in bed made even better

New hostess trolleys, currently being trialled at Pilgrim Hospital, Boston and Lincoln County Hospital, look set to offer patients even greater meal choice and flexibility at their bedside.

The new trolleys, which offer the very latest in innovation and versatility, mean meals can be viewed and chosen by patients at their bedside, rather than having to pre-select a choice at the beginning of the day. Patients can choose what they fancy and how much of it they would like, just before it is plated up and served to them, piping hot. The hostess trolley is configured to keep meals at just the right temperature, without over-cooking, by using separate areas for different food groups.

The new service has already been trialled on a number of wards at Pilgrim Hospital and is currently being tried out on Hatton and Alexandra Wards at Lincoln County Hospital. With the exception of the Stroke Unit and Ashby Ward at Lincoln, where a trolley service is already in place, most wards have a service whereby patients select their meal from a menu at the beginning

of the day. Meals are prepared in the hospital kitchens and then delivered to patients at mealtimes, already plated up.

Hotel Services and Catering Manager at Lincoln, Wayne McIntosh, said there are many benefits to a hostess trolley system. "Patients who have already used this new service really love it. It gives them a chance to decide what they want to eat on the spot and to decide what size of portion they want there and then. It's all about improving patient choice." Wayne further commented on the benefits to nursing staff in being able to help patients more. "Nursing staff serve the food, so they can also help to ensure people are getting enough food and help them to eat it if patients need that extra support."

If the new trolleys and system continue to be a success in making a real difference to patients and also helping staff in their work, the Trust would be keen to implement it across all hospital sites. Changing the meal delivery system would not cost the Trust any additional money to put in place.



Saying it with flowers

On the 19 November, Pilgrim Hospital, Boston, received a welcome gift of ten colourful rose bushes for the grounds. It is hoped they will bring pleasure to patients, staff and visitors for years to come. They can be seen by all on the way out of the hospital, planted in a prominent bed near to East Skirbeck House.

The roses have been presented to Pilgrim by 3M Health Care to mark the silver anniversary of one of their most well known range of wound care products: the Tegaderm dressing range, created by 3M after research found that wounds kept in a moist environment would heal faster. It has an adhesive coating and a thin, polyurethane backing that keeps out bacteria and water, but lets in oxygen and moisture to help the healing process.

The company's area sales representative, Catherine Murray-Leslie, helped plant the roses alongside a commemorative plaque. She commented: "We wanted to celebrate the 25 year milestone of this brand with a donation to the Trust that will enhance their environment over time. We chose the silver anniversary variety of rose as it fits the occasion perfectly and is also a very attractive flower with a lovely scent."

Mark Collier, Lead Tissue Viability Nurse at Pilgrim Hospital, added: "The roses are a particularly appropriate gift from 3M as they not only signify a growing professional relationship between the Trust and the company but also signify the changing times that the Trust and NHS will be going through in the future. The changes that are seen in the rose bushes - as they develop over time - will not only reflect this, but also add greatly to people's enjoyment of the hospital grounds in which they work or visit."



■ Mark Collier, Lead Tissue Viability Nurse, Catherine Murray-Leslie, 3M Health Care Representative (Picture courtesy of 3M Health Care)

Staff Lottery Winners

November 2007

| Prize | Number | Name | Dept | Site |
|--------|--------|-------------------|----------------|---------|
| £1,000 | 1231 | Jacqueline Barker | Main Reception | Lincoln |
| £500 | 1111 | Margaret Whelan | Housekeeping | Lincoln |
| £250 | 569 | Mariska Hemens | MIU | Johnson |

October 2007

| Prize | Number | Name | Dept | Site |
|--------|--------|------------------|-----------------|---------|
| £1,000 | 2194 | Ann Otter | Cathedral Suite | Lincoln |
| £500 | 44 | Suzanne Chambers | Finance | Lincoln |
| £250 | 1475 | Zena Wright | Catering | Pilgrim |

September 2007

| Prize | Number | Name | Dept | Site |
|--------|--------|---------------|-----------------|----------|
| £1,000 | 1083 | Carla Slade | Secretarial | Pilgrim |
| £500 | 964 | Barbara Moses | Macmillian Team | Grantham |
| £250 | 633 | Linda Curtis | Johnson Ward | Lincoln |

NEWS IN BRIEF

DEXA requests

DEXA scanners are operated in Medical Physics at Lincoln and in Radiology at Boston. They are used to measure the density of bone at the hip and spine for the diagnosis of osteoporosis.

A new, unified request card for bone densitometry services within United Lincolnshire Hospitals NHS Trust can be downloaded from the following websites <http://intranet/subsites/medphys/homepage-review.asp> (within the Trust) and <http://intranet/ULHSite/nwww/Departments/MedPhys> (outside the Trust).

The downloaded form must be completed and signed, by an authorised referrer, with patient demographics and risk factors. The completed form should then be sent to the department in Boston or Lincoln.

NEWS IN BRIEF

Patient comments captured

Pilgrim Hospital, Boston, has been trialling a new method of capturing patient feedback as they leave the outpatients department.

'Exit Cards' are handed to patients to complete following their visit to the hospital. The aim is to capture comments on all aspects of the service they have received from the reception point, through to clinic, up until they leave. Their valuable feedback is then used to help support and shape alterations to services to better suit patient needs and requirements.

The scheme has already proved to be a success and plans are now in place to extend the Exit Cards to departments across all the Trust's sites.

Sister Katy Lishman introduced the cards into the outpatients department after seeing something similar in another hospital. "It is a very simple, easy and quick way to gather feedback from patients, yet we can learn a lot from these cards. Most respondents have praised the staff, recognising their important contribution. This has provided a great boost to staff morale. Where things are identified as not satisfactory it has helped us to implement measures to put it right," she said.

Some of the changes made as a result of patient comments to date include ensuring more regular announcements of clinic delays in order that patients are kept well informed. Work is also ongoing to implement action plans for future changes.

Patient and Public Involvement Manager for the Trust, Terry Vine, praised Katy's idea. "We are always looking for innovative ways to seek the views of our patients. This is a very simple way of getting the views of a large amount of people and using their feedback to make improvements." he said. "It is certainly something that we would now like to look at rolling out to other areas and to all of our hospital sites."



Directors invited staff to the traditional Coffee and Mince Pie mornings, which are held at all sites in the week leading up to Christmas. Grantham and District Hospital's was held on 18/12/07 where Hilary Short, Hotel Services Manager and Jane Brennan, Catering Manager, served up the festive fayre. Thanks to Stewart Mackinder, Porter, for the photo



Volunteers at Lincoln County Hospital enjoy their party: a splendid buffet accompanied by carol singing



A selection of photos sent in by United Lincolnshire Hospitals NHS Trust staff.



Staff from IT, Clinical Engineering and Radiotherapy enjoyed a night of bowling just prior to Christmas and also helped bring some Christmas cheer to young patients at Lincoln County Hospital. The suggestion for teams to buy small gifts for children on Ruston Ward came from hospital staff who also play regularly in a league at the SuperBowl in Lincoln. The SuperBowl supported the idea and other teams from local companies and RAF bases joined in, creating a bumper batch of presents. Trust teams who took part included the Hospital Hotshots (Clinical Engineering and Radiotherapy); the If Only ... team (IT Bureau Services); Low Expectations (Web, Admin, Information Governance); and the Bulging Capacitors (Desktop Services)



X-ray department staff from Grantham and District Hospital at their Christmas Party

Christmas celebrations



Cast members from Peter Pan (showing at the Theatre Royal Lincoln) visited young patients on the Children's Ward, including Chloe (7), at Lincoln County Hospital on Christmas Eve



Great North Runner raises money for Stroke Unit

Two years, almost to the day, after Nick Wilkinson suffered a stroke he was running over 13 miles to raise funds for the Stroke Unit at Lincoln County Hospital.

Mr Wilkinson was keen to give something back, especially as the care he received following admittance to the hospital for his last stroke, was so good.

"The staff looked after me extremely well and this is my way of thanking them," he commented. "Our friends, family, neighbours and work colleagues all wanted to chip in and sponsor me. I was amazed when all the money was totted up and we had £580."

Mr Wilkinson has suffered a number of TIAs (transient ischaemic attacks), often referred to as mini-strokes, where the brain's blood supply is interrupted for a very brief time, but only needed hospitalisation for the last attack, which occurred in September 2005.

Formerly a keen runner, but having given up over a decade before, Mr

Wilkinson realised he should take up some form of exercise again. Although he started off gently, he certainly didn't do things by halves and soon signed up

for the 2007 BUPA Great North Run. It's the world's biggest half marathon, covering 13.1 miles (21 kilometres) and starts in Newcastle, ending in South Shields.

A cheque was presented to Dr Simon Leach, Consultant Physician for Stroke Medicine, by Mr Wilkinson on 20 December 2007.

Dr Leach thanked Mr Wilkinson for his generosity and explained what contributions such as this meant to the unit and its patients. "We are always extremely grateful to volunteers and fundraisers who give their time to raise funds for the Stroke Unit. Monies raised have made a huge difference to our patients, purchasing items including additional bedside monitors and a new meals trolley. It is particularly heartening when previous patients are able to complete athletic events, demonstrating a return to fitness and promoting general well-being, which is essential in helping to prevent stroke in the first place."



We are always extremely grateful to volunteers and fundraisers who give their time to raise funds for the Stroke Unit.

– Dr Leach



■ Bernard Ribeiro opens the new Skills Lab

President of the Royal College of Surgeons visits Lincoln

The president of the Royal College of Surgeons, Bernard Ribeiro CBE, visited colleagues at Lincoln County Hospital on 14 November 2007.

Mr Ribeiro, one of England's most prominent surgeons, visited the hospital as part of a nationwide tour he is undertaking. One which will allow him to meet with surgeons from across the country and listen to any concerns, particularly regarding the new training programme proposed by the Department of Health.

The visit was also an opportunity for Mr Ribeiro to open the hospital's new Skills Lab, in the Postgraduate Centre. This new facility will offer clinical skills training for doctors, medical students and other hospital staff. Sessions will include practical training in carrying out procedures on simulation models, such as dental work, suturing or cannulation, which involves the insertion of a flexible tube into a part of the body to administer fluids or medication.



■ (l-r) Dr Leach; Catherine Altoft, Staff Nurse; and Mr Wilkinson

Patient Transport Services: New criteria published

A new Patient Transport Service (PTS) leaflet has been published to coincide with the issue of new eligibility criteria for PTS for 2008.

PTS is the hospital transport service for non-emergency patients who require the skills and support of PTS during their travel to and from hospital. In line with recent Department of Health recommendations, the new criteria sets out under which conditions hospital transport will be provided.

In conjunction with this, United Lincolnshire Hospitals NHS Trust and East Midlands Ambulance Service have published a new guidance leaflet for patients and carers.

ULH and EMAS are committed to providing the best service possible and

the new leaflet should help patients and carers understand how they can help achieve this. It clearly explains how PTS works, what to expect from the service and where to go for further help. The entire process is covered from pick-up, the journey, including how to make requests to make the journey as comfortable as possible, for example, near to a window or extra warmth, special requirements, escort criteria, through to the return home.

The ULH and EMAS working group have been running roadshows throughout January and providing information to staff directly involved with PTS in order to familiarise them with the new criteria. Further information can be obtained from Clare Cox, Louth ext. 1305, Bleep 46 or email clare.cox@ulh.nhs.uk

Improving Working Lives: Physiotherapy introduced for staff

A Physiotherapist will be on hand for the benefit of hospital staff for a trial period, commencing early in 2008.

United Lincolnshire Hospitals NHS Trust staff who suffer from musculoskeletal disorders, including back pain, joint problems and repetitive strain injuries, will soon have a dedicated professional on hand to help.

Musculoskeletal problems are amongst the most common occupational health issues, affecting around 1 million people a year. Hospital staff are no exception and the Trust is keen to support new initiatives to help those who already have problems, but also educate people on how to stay healthy and well.

Improving Working Lives funds will finance provision for a Physiotherapist who will operate a weekly session at each of the ULH sites during the three month trial period.

The service will offer rapid access to those staff who require immediate physio to prevent an existing problem worsening. It will also provide advice aimed at managing existing or acute conditions, as well as information on how to minimise and prevent problems occurring. A review is also underway to assess the benefits of offering regular education/exercise classes for those suffering from back pain to help in self-management of the condition and improve their general health.

Staff wishing to make use of the service will complete a referral form, available via the Physiotherapy Department. Further information regarding the scheme and notification of its commencement will be announced via the Postmaster Newsletter and Intranet as soon as it becomes available.

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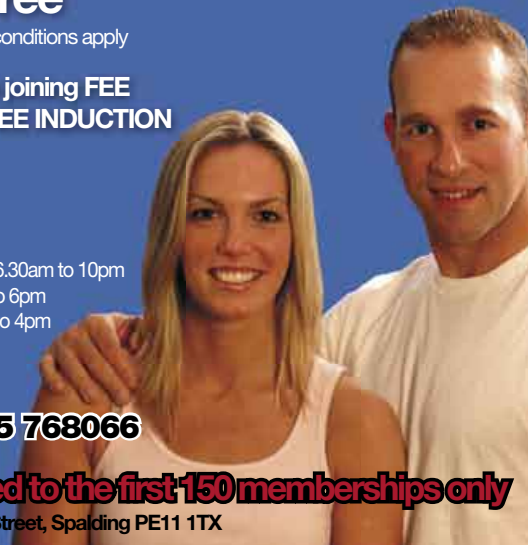
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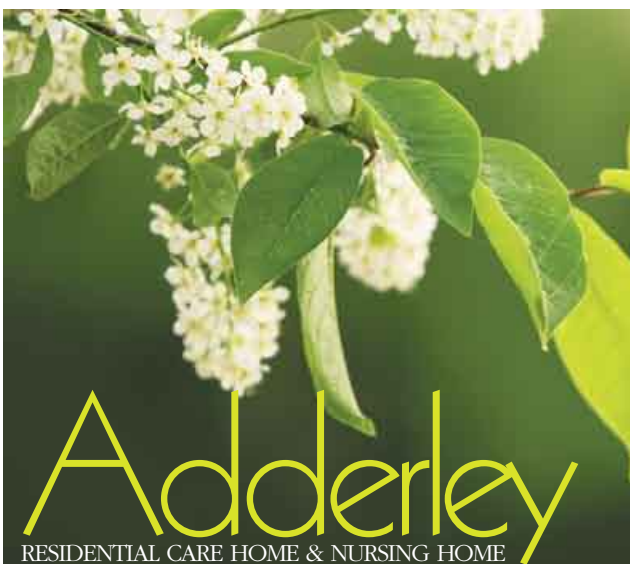
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WRVS donate £172,000

New equipment, signs and furniture will be bought for United Lincolnshire Hospitals NHS Trust thanks to a very generous donation from the Women's Royal Voluntary Service.

The sum of £172,000 is the result of a surplus generated from the hard work of staff and volunteers in the WRVS refreshment shops and cafes, which operate across the Trust. The money will be used to improve facilities for patients at all Trust sites.

A £20,000 Bipap machine for the critical care unit at Grantham and District Hospital will be purchased. This is a small air pump attached to a facemask that fits over the nose and mouth and forces air through the passages or blows the airways open during sleep to treat patients with the condition sleep apnea.

Lincoln County Hospital will benefit from a £100,000 scheme to provide a medical day unit and discharge lounge facility. This will pay for the refurbishment of a disused area and the addition of a conservatory to be used by patients awaiting discharge from the hospital.

County Hospital Louth will receive: £15,000 worth of urology equipment for operating theatres; funding of £3,000 for theatre refurbishment work, which will improve patient privacy; and a bladder scanner, costing £8,000.

£100,000 has been set aside at Pilgrim Hospital, Boston, for improvements to the patient environment. These will include additional signage to ensure patients can easily navigate their way



■ (l-r) WRVS volunteers Margaret Macnaughton; Hazel Hughes, Assistant Project Manager; and Jeanette Riglin working in one of the WRVS coffee shops at Lincoln County Hospital

around the hospital and furniture for waiting areas.

The Trust's General Manager for Planned Care, Sarah Tedford, said: "We are absolutely delighted with this incredibly generous donation from the Women's Royal Voluntary Service. Donations such

as this make a real difference to the services we are able to offer for our patients and I should like to extend our sincere thanks to the WRVS for their generosity."

Regional Operations Manager for the WRVS, Rita Barraclough, commented: "The money has been raised over a

number of years from cash spent at our three coffee shops at Lincoln County Hospital. We would not be able to offer this sort of help without the dedication of our volunteers and staff who turn out day after day to offer their services to the WRVS."

NEWS IN BRIEF

Diagnostic waiting times drastically reduced

Waiting times for diagnostic tests across United Lincolnshire Hospitals NHS Trust have been reduced by 80% in the past year.

Figures released by the Trust reveal that waiting times for tests including CT, MRI scans and ultrasounds are down from a maximum of 20 weeks to 4 weeks. This means patients are getting their tests faster and can be treated more quickly and effectively.

For example, the maximum wait for a CT scan was 20 weeks in January 2007, but from December in the same year, the maximum wait was just 4 weeks. Patients requiring barium testing now wait only a couple of weeks, as opposed to more than 3 months previously.

The Trust's General Manager for Diagnostics, Teresa Cope, commented: "The reductions are a result of a number of measures. These include extending some of our scanning hours, increased efficiency and full staff cover of all our daytime lists and sessions, continued training of advanced practitioners and investment in improved equipment.

We are extremely proud of the reduced waiting times achieved. This reflects the hard work, commitment and dedication of all the staff involved in these services."

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