

# UnitedLincolnshire HOSPITALS NEWS

For staff, patients, GPs, volunteers and all local people

September 2008 • Issue 51

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## Women see the difference at £1.9 million new breast unit

A state-of-the-art, purpose-built breast unit has been officially opened at Pilgrim Hospital, Boston.

The new unit, which cost £1.9 million to build and has been more than two years in the planning, has already wowed staff and patients.

The new Boston Breast Unit replaces the hospital's old centre, which was not large enough to cope with increasing numbers of women needing diagnostic testing and treatment.

Located near to the hospital's Outpatients Department the new unit, which spreads over two storeys, is a massive improvement in facilities.

The unit was officially opened to the public during an open day on Friday, July 4, which included a ceremony with the president of Macmillan Cancer Support, Lady Halifax, the Mayor of Boston and Boston MP Mark Simmonds.

The open day also included displays to celebrate the 60th anniversary of the NHS, created by Pilgrim staff including Clinical Nurse Specialist in Breast Care Doreen Mackaskill-Refaat and Radiologist Mandy Holland.

Consultant Radiologist Robert Jones said: "The new breast unit at Pilgrim is a huge improvement to the facilities we are able to offer our breast care patients.

"All breast care investigations, examinations and advice can be given in one place, with suitable private areas for things like counselling and prosthesis fitting. Our staff will benefit from more space, new equipment and centralised working," he said.

"The unit is nothing less than our patients deserve and is the reward for a long campaign by the staff to see the project come to completion."

Breast Care Nurse Linda Fisher said: "The opening of this new state-of-the-art breast unit will provide patients with modern technology in a spacious, calm environment.

"I would like to thank all our patients and staff for their support and patience during the development of this project," she said.



■ The Mayor of Boston with Lady Halifax, Breast Care Nurse Linda Fisher and ULHT Chairman David Bowles at the official opening.



**"The new breast unit at Pilgrim is a huge improvement to the facilities we are able to offer our breast care patients."**

— Robert Jones



■ Breast Care Nurses Linda Fisher and Doreen Mackaskill-Refaat in the new unit.



■ Radiographer Mandy Holland with the NHS 60 display on the history of radiology that she created for the opening of the Boston Breast Unit.



## Health records being reviewed in hospitals

The administration of health records within Lincolnshire hospitals is being reviewed to ensure that patient records are managed in the best possible way. This review is imperative in the light of the need to comply with national health records standards but a by-product will be improved efficiency which we must always strive to achieve.

The project involves and will affect health records staff across all ULHT hospital sites. There is an expectation that new administrative policies and procedures will be implemented, as well as agreeing revised roles and responsibilities for this group of staff. The changes from the review are expected to benefit the patients who use our services and staff across the whole organisation. The project will run initially over a period of 10 to 12 weeks.

The Trust has commissioned Lexion Consulting, an external organisation specialising in this area, to work with the health records team to achieve the following objectives:

- Improve the effectiveness of health records and develop the performance management processes that deliver and sustain an improved patient experience.
- To strengthen clinical governance as required for the Foundation Trust gateway process and specifically to comply with national health records standards.
- Formalise the health records strategy for ULHT.

# New dialysis unit helps keep patients closer to home

**M**ore kidney patients will be cared for at Lincoln County Hospital rather than being sent outside of the county, thanks to a generous donation from RAF Waddington.

A new dialysis unit that will allow patients to remain in Lincolnshire has been opened on the hospital's Burton Ward following a £20,000 donation from the RAF base.

The opening of the new unit means that the majority of kidney patients can remain at the hospital for their dialysis rather than being transferred to a hospital in Leicester. Burton Ward can now cater for post-op patients who will have on-site dialysis available to them without having to be taken out of the building.

Matron for the Renal Unit, Martin Gerrish, said: "We are very grateful to RAF Waddington who have supported the fundraising and given this generous donation.

"The unit is of great benefit to the patients, with increased patient comfort and development of local services. Previously some patients would have to be transferred to Leicester General Hospital for their treatment and now we can care for them on-site and keep



Renal patients with (back left) Station Commander at RAF Waddington Andy Fryer, Matron for the Renal Unit Martin Gerrish (centre), Director of Performance for ULHT Anne Dray (second from right) and ULHT Director of Operations Dawne Bloodworth (right)

them in the county near their family and friends," he said.

RAF Waddington Station Commander, Group Captain Andy Fryer, said: "The guys at the hospital have worked really

hard to make this happen and I'm really pleased that RAF Waddington could help.

"The donation was raised through ticket sales from the 2005 Royal Air

Force Waddington International Air Show. Hopefully this unit will make treatment and recovery for the patients a little more comfortable," he said.

# Crowds flock to ULHT tent at annual Lincolnshire Show

Staff and volunteers from Lincolnshire Hospitals provided entertainment and advice to visitors at this year's Lincolnshire Show in July.

The Trust's show tent was a big success with hundreds of visitors taking advantage of the information stands, games, quizzes and free massages provided by Red Cross volunteers.

In addition, visitors were intrigued by hospital memorabilia set up to help celebrate the 60th anniversary of the NHS this year.

Staff were active in bringing members of the public into the tent to discuss various aspects of the NHS and the Trust

and inviting them to see how clean their hands were.

The infection prevention and physiotherapy stands were popular with children wanting to test their knowledge of bones and enter the colouring competition to win a prize.

Recruitment to the Trust's new Patient Council was a great success with 50 potential members being signed up over the two days.

Infection Prevention and Control Nurse, Margaret Fairless-Clarkson, thought that the show went down well with members of the public.

"We had loads of people coming

in and taking infection prevention gift bags and talking to the Patient Council volunteers," she said.

"Everyone seemed really interested in

everything that was going on and spent a lot of time looking at all the stands and asking what the Trust is doing in the future."



Macmillan Cancer Information and Support Service Lead Caroline Boyer with Cancer Patient and Carers Forum member Emily Pearson



Hospital staff taking part in a resuscitation demonstration



Members of the Red Arrows team with NHS staff

# New stations encourage hand hygiene in hospitals

Hospitals are finding new ways to remind everyone to clean their hands as part of work to cut infections.

The United Lincolnshire Hospitals NHS Trust has installed 115 new highly-visible hand hygiene stations outside wards and departments across hospitals in Lincoln, Boston, Louth and Grantham over the last few months.

These new stations are aimed at grabbing the attention of visitors, patients and staff, reminding them to clean their hands on entering and leaving the areas.

They feature bright yellow highly-visible back boards with bottles of alcohol hand rub attached and directions for proper hand cleaning.

There are also new signs inlaid into the floors outside the ward areas, pointing out where the new hand hygiene stations are located as another reminder.

Senior Infection Prevention Nurse for ULHT, Charmian Hutson, said: "Our organisation continues to take infections seriously and has been successful in reducing the rates of infections.

"One of the most effective methods of preventing cross-infection is the practice of good hand hygiene not only in the hospital environment but also in

the community. These newly designed hand hygiene stations use eye catching colours to remind people to clean their hands," she said.

"It is hoped that this initiative together with other projects such as staff training, careful use of antibiotics and environmental cleanliness will assist in fighting infection."



■ One of the new handwashing stations outside a ward at Lincoln County Hospital.



■ Staff in the Outpatients Coffee Shop

# Coffee shops achieve top accolades for food safety

Two coffee shops at Pilgrim Hospital, Boston have been awarded the highest accolade in a council's independent review of food safety.

The Pilgrim Pantry in the main entrance of the hospital and the Outpatients Coffee Shop have been handed Gold Food Safety Awards as part of Boston Borough Council's Food Safety Award Scheme.

Mark for the quality and safety of the food it produces.

The council's Gold award states that "an inspection of the business found excellent standards of hygiene and management and it has therefore been given the gold award".

And the coffee shops are among only six food outlets in the Boston area to have been given a Gold award so far.

Catering Manager at Pilgrim Hospital, John Spencer, said the award means the quality of the refreshments that patients, visitors and staff get at the coffee shops is the very best.

"Our staff work extremely hard to ensure these coffee shops produce great quality food and drinks in a safe way. This Gold award means that they are doing everything right and reflects the quality of refreshments that people can buy in the coffee shops," he said.

"In addition to this, both shops have recently undergone extensive refurbishments which have improved the environment and made them a more pleasant place for visitors to enjoy."



**"Our staff work extremely hard to ensure these coffee shops produce great quality food and drinks." - John Spencer**

This follows Pilgrim Hospital's private wing, the Bostonian, achieving a Gold award earlier this year and the hospital's catering department as a whole being given an EU Charter



■ A customer being served at the Pilgrim Pantry



■ Pilgrim Hospital restaurant

# Hospitals all score well in environment assessments

Standards of cleanliness, food and privacy and dignity within Lincolnshire's hospitals are high, according to a new report.

The National Patient Safety Agency has recently released the results of the annual Patient Environment Action Team inspections of Lincolnshire hospitals for 2008.

And in their PEAT assessments, all of the county's hospitals which are run by the Trust have received Excellent, Good or Acceptable scores in all areas.

The results are as follows:

Site Name	Environment	Food	Privacy and Dignity
Louth County Hospital	Acceptable	Excellent	Acceptable
Lincoln County Hospital	Acceptable	Good	Good
Pilgrim Hospital, Boston	Acceptable	Good	Acceptable
Grantham and District Hospital	Good	Good	Acceptable

These scores are calculated from inspections carried out at each of the hospital sites by teams including nursing staff, facilities staff, infection control staff, catering staff and an independent patient representative.

Director of Estates and Facilities for ULHT, Mike Speakman, said that the scores achieved by all four hospitals are impressive and recognise sustained efforts to make improvements.

"They reflect all of the hard work that goes on within our hospitals to ensure the environment and services we provide are the best they can be for patients, staff and visitors," he said.

"Over the last year the bar has raised again in terms of measuring how well we perform on environment, food and privacy and dignity and these scores show that we still continue to perform well in all of these areas as we have toughened up our practices and our teams have made real efforts to further improve standards."

# Plant pots brighten up ward garden for children

Children staying in hospital will be able to enjoy a brighter outlook thanks to a kind donation from a parent.

The Kingfisher Unit at Grantham and District Hospital has been the grateful recipient of 12 tubs of flowers from the parent of a patient.

The parent donated the 12 plant pots, filled with bright and colourful flowers, for the play area outside of the ward.

Staff Nurse on the Kingfisher Unit, Diana Muddin, said the new flowers look beautiful and really brighten up the outlook from the ward.

"We are so grateful for the donation because the flowers are lovely and they really brighten up the environment for staff, patients and visitors," she said.



■ The plants pots full of flowers that have been donated to the Kingfisher Unit.

# Occupational Therapist completes nationwide cycle fundraiser

An Occupational Therapist and her friend have managed to raise more than £500 for charity with a nationwide cycle challenge.

Occupational Therapist Elizabeth Emberton, who works at Skegness and District General Hospital, has recently completed a gruelling cycle ride from Lands End to John O'Groats in aid of the Butterfly Hospice Trust with her friend Clarice Correia.

The challenge involved both ladies hopping on their cycles and covering the 1,039 mile distance from the bottom of England to the top of Scotland over the course of 21 days.

And in the process, they managed to raise an estimated £500 to £600 for the Butterfly Hospice Trust, a charity which is raising money to build a new hospice in Boston to provide up to eight residential palliative care beds for the local population.

Miss Emberton said: "The ride went fantastic. We kept bang on schedule; we had one puncture; used one elastoplast and only got wet three times in three weeks."



■ Occupational Therapist Elizabeth Emberton (left) and Clarice Correia preparing for their cycle ride.



■ Dr Aleksandras Kirjazovas

## Trust welcomes new neurologist to the team

Neurology and neurophysiology services in Lincolnshire's hospitals have been expanded with the recent appointment of a second consultant.

Consultant Neurologist Dr Aleksandras Kirjazovas started work at Lincoln County Hospital in July, joining recently appointed Dr Jayashree Basu, a Consultant Neurophysiologist. Together they are working to provide neurology and neurophysiology services across the county.

They will be providing both inpatient and outpatient services for the people of Lincolnshire.

Dr Kirjazovas, who is married with two children, trained and worked in Lithuania and then Preston where he has spent the last two years.

He has a wide range of neurology interests including general neurology which encompasses many of the requirements of patients referred to neurology in Lincolnshire.

"I was attracted to the area by the opportunity to join a motivated enthusiastic team which is committed to improving neurology and neurophysiology services for the local population of Lincolnshire", he said

Dr John Bowen, Lead Consultant Neurologist for United Lincolnshire Hospitals Trust, said he is delighted that Dr Basu and Dr Kirjazovas are working within the Trust.

"These appointments demonstrate that the trust is committed to expanding the provision of neurology and neurophysiology services in Lincolnshire and offering high quality consultant-led support for the population of our county," he said.

"Our goal is to enable patients and GPs to access our services in a timely and geographically convenient manner and for all patients who wish to be seen in-county to have that choice.

"We look forward to providing a local patient-focussed service to any patient who wishes to be seen within Lincolnshire."

## New hostess trolley meal service on wards

Freshly plated meals chosen at the bedside are now being offered to all inpatients at Pilgrim Hospital, Boston following the introduction of a new serving system.

The new hostess trolley system allows patients to chose their meal from a trolley on their ward, from which it is plated up fresh in front of them.

It replaces an old system where meals were pre-selected by the patient at the beginning of the day and then plated up in advance.

The new system means that patients can chose what they fancy when they see it and also offers more flexibility in portion size.

The trolley keeps the food warm while the ward housekeeper plates up the meals, which are then delivered to the patient by the ward nursing staff.

Catering Manager at Pilgrim Hospital, John Spencer, said patients are seeing a big difference with the new hostess trolleys.

"Patients really love it. It gives them more flexibility on choice of meal and portion size there and then. It's all about patient choice," he said.

"It also means the food looks much more appetising because it is served up fresh in front of them. This new system also means nursing staff are able to help patients more by serving the food directly, and they can also help to ensure people are getting enough food and help them to eat it if required."

This new service has seen a positive response from patients even in the early stages and the Trust would like to thank all housekeeping, catering and nursing staff for their support in setting it up.



■ One of the new hostess trolleys filled with food.



■ ULHT's new Associate Director of ICT Michael Humber

## New Associate Director of ICT

The use of ICT in developing hospital healthcare will be given a new focus with the appointment of a new Associate Director of Information and Communications Technology to ULHT.

Michael Humber has recently started work as Associate Director of ICT for Lincolnshire's Hospitals.

In this position, he will be responsible for developing ICT systems to ensure the most up-to-date technologies and systems are used for the benefit of patients and staff.

Mr Humber has worked in Health Informatics since 1993 within the commercial, academic and healthcare sectors. His career history has seen him twice attending a breakfast meeting with the Minister of State for Health to discuss public value and e-health and the National Programme for IT.

He was the Project Director of PACS and CRS implementations within an acute trust, he has organised and chaired several international health informatics conferences and has also managed the installation and

commissioning of many clinical and business systems.

Prior to joining ULH Michael was the Head of Informatics at the Royal West Sussex NHS Trust in Chichester where he was responsible for all of the Trust's informatics operations. He was also responsible for the Trust's informatics strategic direction and Project Director for National Programme for IT initiatives.

Mr Humber said he is looking forward to working with ULHT.

"This is a really exciting opportunity for me. ULHT has made major improvements over the last few years and I'm looking forward to being part of this drive for excellence," he said.

"The calibre of staff across the clinical, corporate and management sections is impressive and I'm privileged to be part of the ULHT team. ICT offers great opportunities to support the efficiency and effectiveness of the Trust and I'll be seeking to maximise these through the appropriate application of these technologies. I look forward to working with everyone at ULHT."

## New Macmillan centres provide cancer information and support throughout Lincolnshire Hospitals



■ High Sheriff of Lincolnshire John Lockwood cutting the ribbon at the Lincoln centre

New centres which offer cancer information and advice in Lincolnshire's hospitals officially opened in simultaneous ceremonies in July.

The Macmillan Cancer Information Centres have been set up at Lincoln County Hospital, Pilgrim Hospital, Boston and Grantham and District Hospital and they provide information and support to anyone affected by cancer, either directly or because a family member or friend has been diagnosed with cancer. Macmillan Information and Support

Services Lead for ULHT, Caroline Boyer, said: "We are delighted that people will now be able to find the help and support they need wherever they live in Lincolnshire.

"People often have questions and concerns that they don't feel able to raise with medical staff. They might want advice on applying for financial benefits, information on cancer prevention and screening, to make contact with a self help and support group or just have a chat with someone who has time to listen to any worries," she said.

"These are the sort of questions the Information Facilitators and trained volunteers in the centres can help with, backed up with a wide range of leaflets and booklets on every aspect of cancer. You can drop by without an appointment and our service is completely confidential and free-of-charge."

The centres are open at the following times:

Lincoln County Hospital centre, based in the entrance to the Outpatients Department: Open Tuesday to Thursday, 10am-3pm

Pilgrim Hospital, Boston centre, based in the Main Entrance: Open Wednesday to Friday, 9am-4pm

Grantham and District Hospital centre, based in the Outpatients Department: Open Tuesday to Thursday, 9am-4pm



■ (Left) Manager of Boston United Football Club Tommy Taylor opening the Boston centre with the Mayor of Boston



■ (From left) Mayor of Grantham Councillor Avril Williams, former England Rugby international Rory Underwood and ULHT Lead Cancer Nurse Kathy Blythe at the opening of the Grantham centre

# 60th anniversary menu causes a stir at hospitals

Meals from the past were put on sale in hospital restaurants and served on the wards as part of celebrations of the 60th anniversary of the NHS in July.

The hospital restaurants at Lincoln County Hospital and County Hospital, Louth put on a special NHS 60-themed menu for both visitors and patients.

The menu was brought in for two days to give patients, visitors and staff an insight into hospital meals from around 1948.

Items on the menu included plum cobbler, peaches and evaporated milk, Woolton pie, spam fritters and rabbit stew.

Hotel Services and Catering Manager for both hospitals, Wayne McIntosh, said that they thought the menus were

a nice way to celebrate the 60th anniversary of the NHS with everyone in our hospitals.

"Food has been served in hospitals through the 60 years of the NHS, but over time the menus on offer have certainly changed," he said.

"We decided to bring in these NHS 60 menus for a couple of days so that patients and visitors could experience what kind of food we used to serve up. It just seemed a nice unusual way of demonstrating how things have changed.

"We produced the food to the same high standards as ever and I think some of the menu choices went down a treat with our patients and visitors."



■ Some of the food on offer in the Restaurant at Lincoln County Hospital

## Gala concert organised to celebrate 60th anniversary of the NHS

Tickets are selling fast for a major gala concert which will form part of celebrations of the 60th anniversary of the NHS this year.

The Lincolnshire Hospitals Band has organised a charity gala concert to raise funds for local health organisations, as well as raising awareness of the diamond anniversary of the NHS this year.

The concert is due to be held at 7.30pm on Friday, September 26 in Lincoln Cathedral.

It will involve a performance by the acclaimed brass band, as well as an appearance by Lincolnshire's own international concert pianist Ashley Wass.

It will raise money for two good causes - the stroke units in Lincolnshire's hospitals and disabled children's charity Strut in the Community.

Tickets for the concert can be purchased from the Strut charity shops at:

- Ermine, Lincoln** - 6 Lambeth House, Woodhall Drive
- Ruskington** - 22 Church Street
- Birchwood, Lincoln** - 72 Woodfield Avenue
- Moorland, Lincoln** - 5 Fulbeck House, Turner Avenue
- High Street, Lincoln** - 542 High Street
- Newport, Lincoln** - 9 Newport
- Saxilby** - 26 Bridge Street

- And also from:**
- IMP Travel, 17 Sincil Street Lincoln - (01522) 513009
  - Counterpoint, 38 Grantham Street Lincoln - (01522) 560065
  - Lincoln Cathedral Gift Shop - (01522) 561644
  - Peter Vause, Events Coordinator for Lincolnshire Hospitals Band - (01522) 827768



■ The Lincolnshire Hospitals Band performing a proms concert earlier in the year.



## NHS 60 Open Day at Grantham and District Hospital

Grantham and District Hospital took part in the NHS 60 celebrations by opening its doors to the public on July 25, providing visitors with an opportunity to find out more about the hospital and to enjoy memorabilia from the NHS through the ages.

The event was held in the post-graduate lecture theatre with displays and information from the midwifery managed unit, gynaecology, children's wards, allied health professionals, A&E, technology, the League of Friends, Macmillan Cancer Support, volunteers, Patient Council, recruitment and infection prevention and control.

It was a great way for visitors to

find out more about the services the hospital has to offer with tours of the new state-of-the-art CT scanner, midwifery-managed unit, hydrotherapy pool, Kingfisher Unit and the day unit.

Director of Operations, Dawne Bloodworth, said: "It was a fantastic opportunity for staff to come together to promote the work of the hospital. We offer a lot of services to our local communities and this event enabled them to come and find out more about what we do. Listening to concerns and getting feedback from patients and staff who deliver care is vital as we develop a long-term plan for the hospital."



■ Staff at Louth setting up for the celebrations

## Celebrating 60 years with County Hospital, Louth

Staff at County Hospital, Louth pulled out all the stops on June 28 to celebrate the 60th anniversary of the NHS.

The summer fayre was a fun-filled day that allowed local people to find out more about services provided by the hospital and to show some of the changes that have taken place in healthcare over the past 60 years.

The fayre was held at the front of the hospital and involved promotional health stands, a tombola and a raffle, plant and book stalls, childrens games, competitions, lots of refreshments and much more.

There was also a display of old memorabilia from the hospital, including old nurses uniforms and medical equipment dating back over hundreds of years.

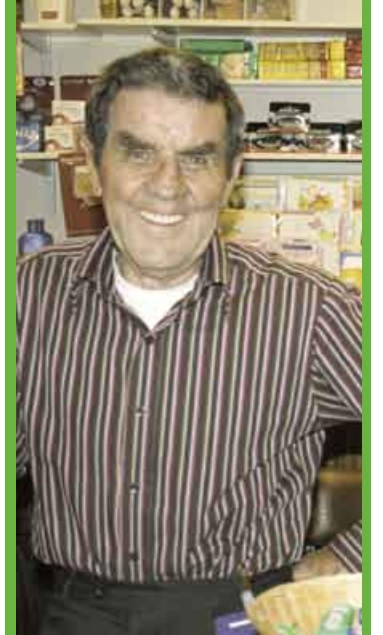
In addition, the hospital opened the doors to its Theatres and Urology Suite for the day so that local people could have a look around and see how high-tech

hospitals have become. This was a popular attraction and very well attended. It gave the public an opportunity to see and use the monitoring equipment used during surgery and test their skills with the instruments used during key hole surgery.

Each of the stalls raised money for the hospital's CT scanner appeal and the overall amount raised on the day was an impressive £2629.98.

Head of Nursing and Clinical Services at the hospital, Trish Taylor, said: "I would like to say a big thank you to all the staff who took part in the NHS 60 fayre. We were supported by members of the public on the day and many local tradesman generously donated prizes for the raffle.

"Everyone worked hard to make the day a success and I hope that it was enjoyed by everyone who came along," she said.



■ Friends of Lincoln Hospitals Association volunteer George Buckthorpe in the friends' shop at Lincoln County Hospital

## Hospital Friends celebrate joint 60th birthday with the NHS

An organisation that has raised hundreds of thousands of pounds for Lincoln's hospitals over 60 years celebrated its diamond anniversary alongside the NHS this year.

The Friends of Lincoln Hospitals Association was formed in July 1948 - in the same month as the NHS.

Since then, the organisation has supported Lincoln's hospitals in many different ways, mainly buying items to make the hospital environment more comfortable for staff and patients.

Chairman of the Friends of Lincoln Hospitals Association, Susan Fletcher, said: "The association was set up with the aim of providing comfort and amenities to the patients and staff of all local hospitals, and that aim has remained the same throughout our 60 years, even though the hospitals themselves have changed considerably."

These days most of the group's donations are raised through a shop they run in the Outpatients Department at Lincoln County Hospital and through their lottery. They also receive money from legacies.

"Over the years we have donated hundreds of thousands of pounds to the hospitals and in recent years this has gone into buying new signage for Lincoln County Hospital, into helping to buy a new MRI scanner and into helping to fund important research," said Mrs Fletcher.

Chairman of the United Lincolnshire Hospitals NHS Trust, David Bowles, said that the hospitals are incredibly grateful for the efforts of association members over the years.

"Not only do they support the hospital but their hard work helps all of our patients and staff. Their continuing dedication to the hospital has been much appreciated over the years and we look forward to the next 60," he said.

# Dignity at Work Week



United Lincolnshire Hospitals NHS Trust issued its Dignity at Work Policy in May this year, which is a key policy for all staff at the Trust.

As an employer the Trust has a duty to provide a working environment which does not have discrimination, harassment of any form of unacceptable behaviour which affects the dignity or well-being of any staff.

As employees, you have a personal responsibility to behave in an acceptable way, and not in a way that others may find offensive. Managers have an important responsibility for taking reasonable steps to promote dignity at work.

**Dignity....** To treat people with dignity is to treat them in a way that is respectful of them as valued individuals.

**At work....** Includes any place that can be linked with the Trust, or with social events linked to your employment. It includes any place where NHS care can be delivered.



## The Dignity Challenge

ULHT has recently promoted its Dignity in Care policy and included its 10-point Dignity Challenge.

These 10 points are also very relevant to dignity at work, so using the dignity in care example here are 10 points for dignity for staff in the workplace – wherever you work, and whatever job you do...

1. Have a zero tolerance of all forms of abuse
2. Support colleagues with respect
3. Treat each person as an individual
4. Enable colleagues to have choice and

influence in their jobs wherever possible

5. Listen and support colleagues
6. Respect colleagues' right to confidentiality
7. Ensure staff feel able to report unacceptable behaviour without fear of victimisation
8. Ensure that all team members follow the policy
9. Help staff to develop positive self-esteem
10. Include all staff in the way they want to be included

## Dignity at Work Week diary 15th - 21st September 2008

### What's this all about?

United Lincolnshire Hospitals NHS Trust believes that everyone who works for the Trust – whatever job they do – has the right to be treated with dignity and respect. In support of this the Trust is providing publicity and roadshows at all of our hospitals, where staff can find out about the Dignity at Work policy, the help available if they don't feel supported – and what to do if they feel they are not being treated with respect.

Please note that the general information on Dignity at Work display boards will remain in place all week for staff to read. Staff comment forms will

also be available.

Each of the four main sites will have a display on one day of the week detailing the services provided by Occupational Health and a member of their staff will be available to deal with any queries on counselling and staff support.

The roadshow presentations by the Director of HR and Chief Nurse will last for about one hour – please make an effort to attend, we want to hear your views!

This event is supported by Staff Side, and has been developed with their help.



Please see on this page your chance to get involved- a staff-only wordsearch. When you have located and circled all of the words hidden in the grid, please cut out and send to Media Officer, Anna Temple, Communications Department, Trust Headquarters, Lincoln County Hospital along with your name and work address before Monday, October 20. Then you can be in with the chance of winning a £10 M&S voucher, courtesy of NHS Discounts.

### Word Search!

E	E	F	W	F	E	T	M	E	V	I	L
Y	F	W	O	R	T	H	E	T	D	N	F
S	H	T	S	I	N	S	S	W	U	I	L
N	L	A	U	Q	E	U	L	A	V	C	L
T	N	U	S	M	R	R	Y	I	S	A	N
Y	M	E	S	E	E	I	F	I	A	O	S
E	T	E	T	S	F	E	G	F	N	A	I
E	T	I	P	S	F	R	T	H	S	I	E
S	S	E	N	R	I	A	F	S	T	V	M
L	C	H	T	G	D	L	T	F	E	S	T
T	L	R	N	E	I	L	E	S	A	L	R
I	E	I	N	S	C	D	L	W	M	F	F

equal  
value  
fairness  
respect  
dignity  
team  
rights  
different  
worth  
self  
esteem

## Dignity at Work also means listening and respecting your views

You may remember that the Trust held three events for staff in later spring/early summer in Lincoln, Boston and Grantham. So what kind of things did you tell us – and what have we done about it?

### In Lincoln

**You wanted...** a more supportive attendance policy and training for managers on it

**In reply...** There is a reviewed and updated attendance policy and training is carried out for managers – the dates are available in the training brochure

**You wanted...** training for managers on stress at work

**In reply...** Occupational health have recruited a counsellor who will be organising and giving training on stress management starting this autumn. A whole series of dates will be published

### In Boston

**You wanted...** an NHS discounts roadshow

**In reply...** NHS discounts will soon be visiting Boston and during Dignity at Work week we will have leaflets available from NHS discounts explaining how you can register on line at work to take advantage of a whole range of discounts

**You wanted...** links to spa/health and

beauty for your well-being

**In reply...** Fitness First in Boston offers discounts to NHS staff, (not just those working in Boston). To take advantage of a discount at Fitness First contact Vicky on (01205) 357733. On www.nhsdiscounts.com you can access discounts on a wide range of products and services - not just health and beauty

### In Grantham

**You wanted...** more training information available

**In reply...** there is a regular training update – of courses coming up etc – on Newsline the weekly e-mail newsletter.

**You wanted...** better team briefing

**In reply...** the Trust is looking at how team brief and other communication can be improved, to get the information to you in the best way possible

### In all sites...

**You wanted...** more consistency on flexible working and different ways of working

**In reply...** we are finalising a flexible working policy which will soon be available on the intranet. We are reviewing and updating a wide range of Human Resources policies on a regular basis

### Site:

#### BOSTON

Main Entrance

#### Mon 15th

Dignity at work information on display boards

**Midday – 2.00pm member of HR staff available for queries on dignity at work**

#### Tues 16th

Dignity at work information on display boards

**Midday – 2.00pm Display of information from Occupational Health. Staff Counsellor available for queries on counselling provision/staff support**

#### Wed 17th

Dignity at work information on display boards

#### Thurs 18th

Dignity at work information on display boards

#### Fri 19th

Dignity at work information on display boards

**10.00am Committee Room 1. Roadshow on Dignity at Work by Ros Edwards (Director of Human Resources) and Sylvia Knight (Chief Nurse)**

#### Sat 20th& Sun 21st

Dignity at work information on display boards

### Site:

#### GRANTHAM

Corridor "dog-leg"

#### Mon 15th

Dignity at work information on display boards

**Midday – 2.00pm member of HR staff available for queries on Dignity at Work**

#### Tues 16th

Dignity at work information on display boards

#### Wed 17th

Dignity at work information on display boards

**Midday – 2.00pm Display of information from Occupational Health. Staff Counsellor available for queries on counselling provision/staff support**

#### Thurs 18th

Dignity at work information on display boards

**3.30pm Boardroom Roadshow on Dignity at Work by Ros Edwards (Director of Human Resources) and Sylvia Knight (Chief Nurse)**

#### Fri 19th

Dignity at work information on display boards

#### Sat 20th& Sun 21st

Dignity at work information on display boards

### Site:

#### LINCOLN

Outside Main Restaurant AND Maternity Entrance

#### Mon 15th

Dignity at work information on display boards

**Midday – 2.00pm member of HR staff available outside main restaurant for queries on Dignity at Work**

**Midday – 2.00pm outside main restaurant Display of information from Occupational Health. Staff Counsellor available for queries on counselling provision/staff support**

#### Tues 16th

Dignity at work information on display boards

**Midday – 2.00pm Ward Sister available at maternity entrance for queries on Dignity at Work**

#### Wed 17th

Dignity at work information on display boards

#### Thurs 18th

Dignity at work information on display boards

#### Fri 19th

Dignity at work information on display boards.

**Midday – 2.00pm maternity entrance**

**Display of information from Occupational Health. Staff Counsellor available for queries on counselling provision/staff support**

**2.00pm Robey 4 Roadshow on Dignity at Work by Ros Edwards (Director of Human Resources) and Sylvia Knight (Chief Nurse)**

#### Sat 20th& Sun 21st

Dignity at work information on display boards

### Site:

#### LOUTH

Ward entrance

#### Mon 15th

Dignity at work information on display boards

**Midday – 2.00pm member of HR staff available outside main restaurant for queries on Dignity at Work**

#### Tues 16th

Dignity at work information on display boards

**10.00am Thoresby Suite Roadshow on Dignity at Work by Ros Edwards (Director of Human Resources) and Sylvia Knight (Chief Nurse)**

**Midday – 2.00pm member of HR staff available for queries on Dignity at Work**

#### Wed 17th

Dignity at work information on display boards

#### Thurs 18th

Dignity at work information on display boards

**Midday – 2.00pm Display of information from Occupational Health. Staff Counsellor available for queries on counselling provision/staff support**

#### Fri 19th

Dignity at work information on display boards

#### Sat 20th& Sun 21st

Dignity at work information on display boards

# Specialist ear-cleaning clinics are now up and running

Adults with long-standing ear problems are now benefiting from new specialist aural care clinics that have been set up in the south of Lincolnshire.

The United Lincolnshire Hospitals NHS Trust has arranged the new clinics across four sites to provide specialist cleaning of the ears for patients with problems such as long standing ear infections, wax accumulation or those who have had previous mastoid surgery.

ENT Nurse Practitioner at Pilgrim Hospital, Boston, Rachel Nicholls, said that the service is aimed at adults who need specialist cleaning of the ears known as micro-suction.

"During the procedures, the ear is viewed through a microscope and cleaned using suction apparatus. Those requiring this specialist service may be people with a long history of ear infections, previous mastoid surgery, wax accumulation, perforated ear drums and a range of other complaints relating to the ear," she said.

"I have undertaken specialist training to support the ENT Team in providing this service and gained a Diploma in ear care."

The new specialist clinics are available at the ENT Outpatients Clinics at Pilgrim Hospital, Boston, Holbeach Hospital, Johnson Hospital, Spalding and Skegness and District General Hospital.

Referrals to the clinics can be made by GPs, District Nurses, Practice Nurses and also by other staff members in secondary care, by sending in a referral letter to the relevant department.



■ ENT Nurse Practitioner Rachel Nicholls with some of the equipment used at the new clinics



■ Staff on the children's ward enjoying the day with patients.

## Child Safety Week events at Lincoln

Staff and patients on the children's wards at Lincoln County Hospital celebrated Child Safety Week in July with a day of fun and games.

Lincoln Ward and Ruston Ward at the hospital arranged the day as part of the Child Accident Prevention Trust's Child Safety Week which ran from June 23 to 27.

The event was held on Wednesday, June 25 and included visits from members of the Lincolnshire Road Safety Partnership and Police Community Support Officer Horace Squires.

Play Specialist at Lincoln County

Hospital, Carol Blakeborough said: "The activity afternoon gave the children and their parent carers the opportunity to celebrate Child Safety Week in a fun and creative way and was very successful."

"Pam Street from the Road Safety Partnership and Horace Squires Police Community Support Officer attended the session and brought with them their knowledge and information to educate the children about road safety. This knowledge and information can then hopefully be put into practice when next they are out and about."

# Fertility treatment available for the first time in Lincolnshire



■ Consultant Gynaecologist Sunday Ikhena

Couples needing assisted conception advice and treatment are able to access it for the first time in Lincolnshire at a new specialist fertility clinic.

CARE Fertility has recently established a satellite unit within the Bostonian private wing at Pilgrim Hospital, Boston.

The service is under the guidance of Consultant Gynaecologist Sunday Ikhena and Fertility Nurse Coordinator Kirstie Thomas.

Mr Ikhena said: "The service is the first of its kind to provide

specialist fertility treatment to the local population of Lincolnshire, previously accessed in Nottingham or Leicester.

"This unit enables us to provide local expertise in fertility management, helping patients undergoing assisted conception treatment to do so with a minimum amount of disruption to their daily lives," he said.

Fertility Nurse Coordinator at the Bostonian, Kirstie Thomas, said: "The clinic provides one-to-one nursing support and is open to both private patients and those for whom fertility treatment is funded through the NHS."

"CARE at the Bostonian clinic offers patients access to all forms of assisted conception including In vitro fertilisation (IVF), Intracytoplasmic sperm injection (ICSI), IVF with Donor sperm, ICSI utilising surgical sperm recovery techniques, Pre-implantation genetic diagnosis and screening, Frozen embryo replacement, Intra-uterine insemination (IUI) and Monitored ovulation induction treatment cycles," she said.

### How to contact us

ULH News is produced by the Communications Department at the United Lincolnshire Hospitals NHS Trust, but we'd love for you to get involved too.

If you have an interesting story to tell or a message to get across to Lincolnshire's hospital or health community, please share them with us so that we can include them in the next edition of ULH News.

For more information, or to submit an item for the newspaper, please contact ULHT Media Officer Anna Temple at [anna.temple@ulh.nhs.uk](mailto:anna.temple@ulh.nhs.uk) or on (01522) 573986.

## Staff Lottery Winners

### June 2008

Prize	Number	Name	Department	Site
£1,000	919	Christopher Bannister	Bostonian	Pilgrim
£500	1697	Beverley Lobley	Radiology	Lincoln
£250	813	Pauline Lillywhite	Professional Library	Lincoln

### July 2008

Prize	Number	Name	Department	Site
£1,000	1550	Lesley Lacy	Health Records	Lincoln
£500	1162	Angela Giles	Radiology	Lincoln
£250	1337	Janet Loughlin	Alexandra Ward	Lincoln

## Clinical Physiologist gains her degree

Clinical Neurophysiology at Lincoln County Hospital is now benefiting from new expertise with the graduation of a new specialist.

Clinical Physiologist Toni-Marie Garrill has recently completed a degree in clinical physiology, specialising in neurophysiology.

This means she is now fully qualified to carry out diagnostic testing for the nervous system such as EEGs, nerve conduction studies and evoked potentials.

EEGs are predominantly used for patients who may have epilepsy. They are performed using electrodes placed onto a patient's head and detect electrical activity from the brain. This is performed routinely in the department or portable recordings on the wards.

Nerve conduction studies are used for the diagnosis of carpal tunnel syndrome and ulnar neuropathies and involves the nerves being stimulated to detect any entrapments.

During the degree, Toni-Marie studied at Nottingham and at De Montfort University in Leicester. Her specialist modules were gained at City of Westminster College, London.

The academic parts of the degree required her to study anatomy and physiology, pharmacology, biomedical science and physics amongst other subjects.

Throughout the four years she was also working in the department at Lincoln County Hospital gaining practical expertise, which was required as part of the degree programme and to obtain her professional qualifications.

She said: "I'd originally thought about nursing but when I saw this job advertised it seemed ideal, as it mixed patient contact with technical work, which I was really interested in."

"I absolutely love my job. The degree has been hard work but it's well worth it," she said.



■ Clinical Physiologist Toni-Marie Garrill



■ Ben stops off during his cycle ride

## More than £1,000 raised in 3B challenge

A young boy who carried out a gruelling physical challenge in aid of cancer charities has returned from his trip.

Ben Jones (11) from Heckington, near Sleaford, completed his 3B Challenge this July in aid of the Oncology Department at Lincoln County Hospital, Gifts Hospice in Sleaford and The Royal Marsden Cancer Campaign.

During the challenge, which involved him running 12 miles and cycling more than 80 miles in memory of his friend Colin who died from cancer, he managed to raise more than £1,000 for the charities.

## NHS pension changes

Between JULY 2009 and JUNE 2010

ALL scheme members will be issued with information to help decide whether to move to the "new" scheme or not

To help with this please check that your home address details are up to date



■ (Left) Occupational Therapist Teana Hutchinson and (right) Sister Maureen Catterson.

## Hospital staff helping to prevent falls

National Falls Day was celebrated in June by hospital staff who hoped to help cut the number of county people being injured in fall accidents.

National Falls Day was highlighted on Tuesday, June 24 by teams of staff at Lincoln County Hospital who put on a series of events.

Physiotherapists, occupational therapists and nurses with an interest in preventing falls in elderly patients manned displays throughout the hospital to raise awareness of the dangers of falls.

Sister on the hospital's Cathedral Suite, Maureen Catterson, said: "It was a multi professional day. All of the staff who took part work with patients who have suffered falls and so we are all responsible for getting the message across to patients about how they can prevent falls.

"We had lots of information leaflets available for people who would like to know more," she said.

"There were two displays for patients, staff and the public outside the restaurant and in Clinic 11 where they could find out more information. The physio department played a special video in their outpatients area about the dangers of falls."

# Award-winning customer care at County Hospital, Louth

Staff at County Hospital, Louth have been presented with a customer care award after being nominated by a member of the local community.

The hospital was given the Leader Champions Award for Customer Care. The Leader Champions Awards are run by the Louth Leader newspaper and the Norwich and Peterborough Building Society and nominations for categories were submitted to the paper by members of the community.

Head of Nursing and Clinical Services at County Hospital Louth, Trish Taylor, said how hard Louth hospital has been working for the past couple of years in giving all of the staff customer care training.

"I was very proud to accept the award on behalf of all of the staff at Louth in recognition of their dedication and care of patients," she said,

"All levels of staff work hard to provide excellent customer care to the public and

I'm very happy that the local population feel that we have succeeded."

The awards ceremony took place at Kenwick Park Hotel in Louth where Trish Taylor, Matron Karen Kerman, Energy and Operations Manager Pete Thomson and Team Leader for Catering Iain Drewery received the award on behalf of the hospital.



■ Head of Nursing and Clinical Services Trish Taylor with the award



■ Award winning staff at County Hospital Louth

# Breast pump donations will help new mums on maternity wards

Mothers with children on the Special Care Baby Units at Pilgrim Hospital, Boston and Lincoln County Hospital are benefiting from new breast pumps after a generous donation from a charity.

Bliss is a premature baby charity and to coincide with National Breast Feeding Week in May the charity gave away 150 Medela breast pumps to neonatal units all over the country.

Sister for the Special Care Baby Unit at Pilgrim, Yvonne Truepenny, said: "We were sent an application form to see if we wanted one and then we were chosen to receive one.

"We would like to thank Bliss and Medela for donating the pump. We hope

that it will encourage more mothers to breast feed," she said.

Sharon Houchin from Medela visited Pilgrim on 25 June to present the two phase expression pump to Matron Margaret Keay and Sister Truepenny.

The same kind of pump was donated to Nocton Ward at Lincoln County Hospital on July 25 where Ward Manager Jane Hauton and Neonatal Breastfeeding Advisor Wendy Ross received it.

Mrs Hauton said: "We actively support and promote breastfeeding for the mums on the ward so any donations that enable us to continue doing that are gratefully received."



■ (Left to right) Matron for Women and Childrens Services Margaret Keay, Sister Yvonne Truepenny and Medela Rep Sharon Hauchin with a breast pump.



■ (Left to right) Nocton Ward Manager Jane Haulton, Tony Dinning from the Trent Perinatal Network, Neonatal Breastfeeding Advisor Wendy Ross and Medela Rep Sharon Hauchin.



■ Members of the Coningsby League of Hospital Friends visit Pilgrim Hospital's Labour Ward. Pictured (left to right) Mrs Crick, Mrs Balcomb, Mr Balcomb, Sister Janet Barker, Mr Stevens and Mrs Stevens.



■ Members of the Coningsby League of Hospital Friends hand over a cheque for £1,500 to Ward 6B at Pilgrim Hospital.

# Charity group is helping patients from 0 to 100

Members of a charity group have visited a Lincolnshire hospital to find out how all the money they have raised is being spent.

Their generous donations are helping people of all ages – from unborn children and their mums to elderly patients.

The Coningsby League of Hospital Friends have this year raised £1,500 for Pilgrim Hospital, Boston to go towards rehabilitation facilities for care of the elderly at the hospital.

They handed over a cheque for the amount to staff on the hospital's Ward 6B in July.

Afterwards, members of the group also visited the hospital's Labour Ward

to formally hand over four hand-held sonic aids, which are used to hear unborn babies heart beats, which they previously raised money for.

Fundraising Manager for the United Lincolnshire Hospitals NHS Trust, Vic Firth, said: "We are very grateful for the support we have received from the Coningsby League of Hospital Friends. It is a relatively small community but they hold various fundraising events and make a significant financial donation to us each year.

"This money has been used to bring about improvements to many patient care areas of the hospital over the years," he said.

# Skills lab opened by one of England's most prominent surgeons

Surgical staff at Pilgrim Hospital, Boston had the chance to meet one of the country's leading surgeons when he visited the hospital for the day.

The President of the Royal College of Surgeons, Bernard Ribeiro, visited the hospital in July to officially open its Clinical Skills Laboratory.

This is a room dedicated to helping doctors, medical students and other hospital staff to develop their clinical skills.

Mr Ribeiro's visit included a chance to talk to discuss the hospital's training schemes in depth and an opportunity

for surgeons working within Pilgrim to meet him and ask questions.



■ President of the Royal College of Surgeons, Bernard Ribeiro.

# Hospital cyclists raise money for cancer charity

A team of 12 cyclists who are all staff at Grantham and District Hospital have taken part in a charity cycle ride for a good cause.

The group who all work in the hospital's Day Care Unit took on the

challenge of a 13.5 mile route around Belvoir, Redmile and Sedgebrook near Grantham in aid of Macmillan Cancer Support this July.

And between them they managed to raise around £550 for the charity.



■ The cyclists ready to set off on their cycle challenge

# Trust welcomes first specialist childrens' nurse

Children will benefit from more expert care thanks to the training up of the first Advanced Paediatric Care Practitioner within ULHT.

Sister Julie Jones, who works on the Kingfisher Unit at Grantham and District Hospital, has recently completed a course to become an Advanced Paediatric Nurse Practitioner.

This means she is highly skilled and educated specifically in the assessment and management of children accessing children's emergency/urgent care assessment and ambulatory services at the hospital.

She is the first APNP trained within the United Lincolnshire Hospitals NHS Trust and the Trust has now planned a rolling training programme for APNPs for

paediatric services across all four major county hospitals.

Matron for Paediatrics and Neonates at Grantham and Pilgrim hospitals, Margaret Keay, said Julie will be providing a valuable service for children and their parents within the Grantham area.

"The role of the APNP benefits children and young people as they can be seen and treated quicker by the right person, at the right time in the right place and with less professionals being involved during the child's journey," she said.

Sister Jones said: "This is an exciting new role within children's nursing. Advanced nursing skills will greatly enhance the care and treatment the children, young people and families can expect to receive on the Kingfisher Unit."



■ The new Advanced Paediatric Nurse Practitioner Julie Jones.

United Lincolnshire Hospitals NHS

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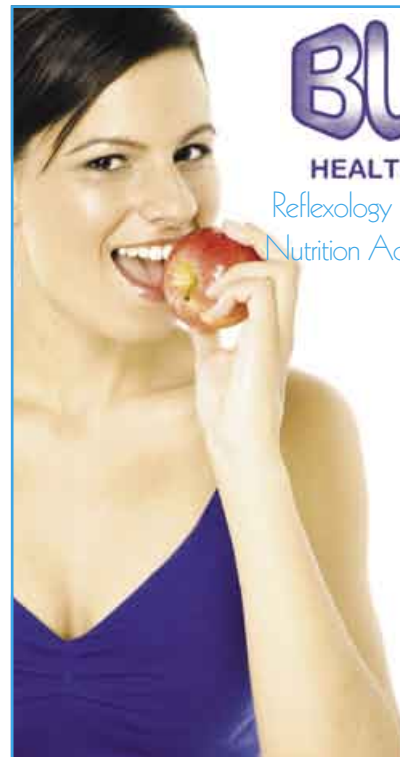
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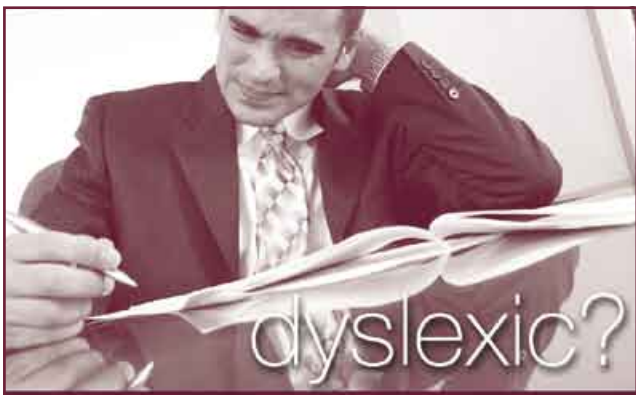
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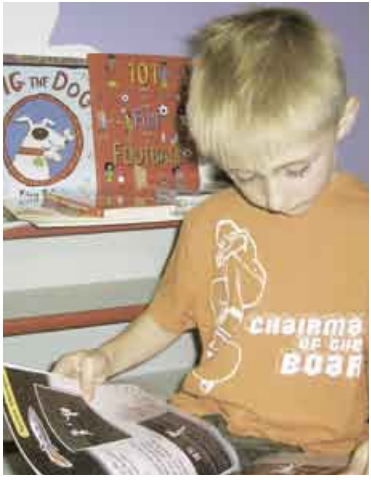
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■ Patient Jack Hadson enjoying one of the new books in the Orthopaedic Clinic.

## Childrens' books donated to clinic

Children visiting a clinic at Lincoln County Hospital will now have something to keep them entertained while waiting, thanks to a generous donation.

Waterstones book shop in Lincoln has generously handed over 40 childrens' books to the Orthopaedic Clinic which can be used by children while they are waiting for appointments.

They were donated after staff at the clinic realised children needed something to keep them busy while waiting.

Clinic Sister Liz Phillips said: "We're very pleased about the donation, it's very generous.

"It's a great way to keep children occupied while they are waiting for their appointment. They have already been very popular with our patients."

# Ultrasound donation will speed up diagnosis in A&E

A&E patients in Boston are now benefiting from quicker diagnosis of certain conditions thanks to a generous donation by a group of volunteers.

The Boston League of Hospital Friends has donated £30,000 to the A&E department at Pilgrim Hospital, Boston this year.

This has gone towards the purchase of new ultrasound equipment, which is used for the rapid diagnosis of A&E patients and which was formally handed over in a ceremony this August.

Lead Clinician for A&E services at Pilgrim, Hussain Hassan, said: "There are many different kinds of examinations that can be made quicker, easier and more reliable when you have access to ultrasound in A&E.

"The main functions that it will be used for initially are

scanning for aortic aneurisms, fast scans and insertion of central lines and peripheral lines especially in people who are shocked," he said.

Members of the League of Hospital Friends have also visited Pilgrim's Royle Eye Department to see a Camel lifting device that has been provided to lift patients and a new Striker emergency transportation trolley which they purchased for the hospital.

Chairman of the League of Hospital Friends, Juliet Tait, said they were delighted to be able to hand over the new equipment to the hospital.

"We love to see that the equipment we purchase is well used and that it is used for the benefit of local patients and we can clearly see that this ultrasound equipment does just that," she said.



■ Pictured (left to right) League of Friends members Rachel Murphy, Brain Halls, Audrey Howard and Tony Vaughan with Pilgrim A&E Consultant Hussain Hassan, Pilgrim General Manager for Emergency Care Teri Green and Chairman of the League of Friends Juliet Tait with the ultrasound equipment that has been purchased for A&E.



■ Pictured (left to right) League of Friends member Tony Vaughan, Outpatients Junior Sister Candi Booth, Pilgrim General Manager for Emergency Care Teri Green and League of Friends members Brain Halls, Juliet Tait, Audrey Howard and Rachel Murphy with the lifting device and new trolley.



■ Dr David Meacock receiving his gift from Pilgrim MAC Chairman Dr Gurdip Samra.

## Committee chairman thanked for his hard work

A retiring representative of a hospital Medical Advisory Committee has been thanked for his dedication to providing ethical, safe, comprehensive, efficient and high quality medical services to the people of Lincolnshire.

Dr David Meacock, a Consultant Physician at Pilgrim Hospital, Boston, recently left the post of Local Negotiating Committee representative of the Pilgrim Medical Advisory Committee after eight years of service.

During his time on the committee, he has held the post of Chairman of the LNC and also as Chairman of the Medical Staff Negotiating Forum.

Now Dr Meacock has been presented with a pewter hip flask, engraved with the motto of the MAC "Praeimus, non sequimur" by Pilgrim MAC Chairman Dr Gurdip Samra for his many years of dedicated service.

Dr Meacock said that it had been a pleasure to serve his colleagues.



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